

Lycoming-Clinton Joinder Board Health Choices
200 East Street, Williamsport,
Pennsylvania 17701

LCJB HealthChoices Behavioral Health System

4th Quarter Oct.-Dec. 2022/Annual Report 2022

Consumer and Family Satisfaction & Outcomes: Survey Findings

Detailed Report of Survey Findings
January 2023

Survey Administration and Evaluation Services
Provided By:

**THE CENTER
FOR BEHAVIORAL HEALTH
DATA RESEARCH, INC.**

The Consumer Family Satisfaction Team (C/FST) program is a statewide county based program mandated by Appendix L of the Pennsylvania HealthChoices Program to measure member perceptions of satisfaction and treatment outcomes with publicly funded mental health and drug and alcohol services.

Chart Informational Guide

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement. New benchmarks will be shown below the chart either in green, yellow or red. See below

At or above 80% Benchmark - **Meets Expectations**

Between 70%-80% - **Satisfactory**

Below 70% - **Requires Action**

No chart information - **No data this quarter**

Data Utilization & Provider Response

Per the Pennsylvania HealthChoices Program, the C/FST data is designed to be utilized as an additional input to the provider's existing internal quality improvement processes. Additionally, the provider is to review their quarterly and year-to-date data and respond with actions your organization will take to improve any indicator that has at least five (5) year-to-date completed interviews/surveys and is below the 70% benchmark. Please utilize the enclosed provider response template.

***Please note that no written response is required for 1st quarter survey results, nor for any YTD score that was skewed below benchmark due to the results of only one quarter.**

Counts Break % Respondents	2019/2020 YTD Total	What quarter is it?			
		1st Quarter (July-Sept.)	2nd Quarter (Oct.-Dec.)	3rd Quarter (Jan.-Mar.)	4th Quarter (Apr.-June)
Base	50	50	-	-	-
Staff believes I can grow, change, and recover. (ROSI)					
Always/Almost Always	47 94.0%	47 94.0%	-	-	-
Often/Sometimes	3 6.0%	3 6.0%	-	-	-
Rarely/Never	-	-	-	-	-

94% of target rate Y-T-D

Meets Expectations

Not all charts are benchmarked. Benchmarking charts are identified by one of three colors (green, yellow, and red) directly below the chart. **If you have 5 or more surveys Y-T-D, the benchmark will determine if you need to respond.** (See sample above).

Introduction

The **Lycoming-Clinton Consumer/Family Satisfaction Team (C/FST)** is a county-wide program mandated under Appendix L of the Pennsylvania HealthChoices Program to obtain input from individuals and caregivers receiving treatment from publicly funded mental health and drug & alcohol services.

The C/FST is required to be independent and unbiased, although it does seek input from the county (primary contractor), the Managed Care Organization (the insurance company) and treatment providers, as well as individuals being treated and other stakeholders in designing its data collection processes and interview questionnaires.

Individuals receiving treatment are interviewed and asked for their opinions (perceptions) of the ease of accessing treatment, their treatment experiences, their perception of provider recovery orientation practices and treatment outcomes. They are also asked about issues or problems.

The C/FST produces a quarterly report starting with the 1st Quarter produced in April for the January-March period and ending with a 4th Quarter produced in January which also includes the annual report as quarter-to-quarter and year-to-date results are tracked and compared.

The county, MCO and providers are asked to utilize the C/FST data as an additional input into their internal quality improvement processes to support both system and treatment outcomes.

How this report is organized:

The 1st Section covers adults (age 21 and above) interviewed for the present quarter, while the 2nd Section covers family/caregivers (of a child under age 14) receiving treatment and the 3rd Section covers Youths (between the ages of 14 and 21) receiving treatment.

The first two pages of Adult, Family and Youth sections contain a C/FST analysis of interviews/surveys achieved for that quarter, changes in sample characteristics, findings and recommendations.

Some questions provide for an opportunity for the respondent to give literal comments and these are shown under the question, if any additional comments were made.

The Provider Comment Section lists provider comments received in response to the previous quarter report. Typically, these comments are in response to areas receiving year-to-date percentage that are under the established benchmarks and have had at least five (5) individuals interviewed.

The MCO Comment Section functions the same as the provider comment section with the distinction being the MCO is more focused on systemic delivery outcome and issues across the network, while individual providers are focused on their own results.

The Technical Notes addresses target sample size, survey/interview processes, data analysis and reporting, benchmarking, and data limitations.

Adult Survey Findings

Lycoming-Clinton C/FST –4th Quarter/Annual Report

This 4th Quarter Lycoming-Clinton C/FST Report covers the period between October and December 2022 and provides details on the 78 adult, 30 family and 22 youth (130 total) interviews that were completed for the Quarter and the 348 adult, 121 family/caregivers and 98 youth (567 total) for calendar year 2022.

Adult Survey Process & Findings

The following are C/FST findings and recommendations based on the 78 adult surveys completed during the 4th Quarter of calendar year 2022 for the period between October and December 2022.

Survey Results & Variations on Sample Characteristics

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings.

4th Quarter Adult Sample Characteristics versus 3rd Quarter Comparison:

1. Lower Face-to-face – 62% (48 of 78) versus 70% (62 of 89).
2. Higher ratio of female respondents –64% (50 of 78) versus 47% (42 of 89)
3. Higher percentage of members between ages 25-44 – 73% (57 of 78) versus 70% (62 of 89).
4. Higher percent receiving both MH and D&A services – 26% (20 of 78) versus 11% (10 of 89)

Findings Overview

1. Adult satisfaction was 100% (8 of 8, excluding 70 “not applicable”) with, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* This indicator is 68% for calendar year 2022 year-to-date compared to 86% for calendar year 2021.

Just 37% (29 of 78) of adults concurred with *“Are you aware of the Complaint and Grievance process through Community Care?”* during the 4th Quarter. This indicator is 43% for calendar year 2022 compared to 44% for calendar year 2021. This lower score may have something to do with the rewording of the question. In prior years the member was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 80% for calendar year 2020.

2. Surveyed adults, during the 4th Quarter of 2022 had generally positive responses with **Access** to provider treatment services. 95% (74 of 78) felt they *“were able to get the help they needed.”* 72% (56 of 78) of adults agree they *“were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.”*

3 Surveyed adults are generally pleased with their provider **Recovery Oriented/Treatment Experiences**. three of the four satisfaction indicators were in the range of 83% to 94%. These included, *“I agree the interventions offered to me on my treatment plan are a good fit for me,” “My provider asked me questions about my physical health,”* and *“My provider treated me with dignity and respect.”*

The lowest rated **Recovery Oriented/Treatment Experiences** indicator during the 4th Quarter of 2022 was, *“My provider talks to me about my plan for after treatment”* at 63% (49 of 78). This indicator is 62% for calendar year 2022 compared to 68% for calendar year 2021.

4. Adult perception of satisfaction with **Treatment Outcomes** was good. 3 of the 4 indicators were in the 82% to 94% range. These include *“I deal more effectively with daily problems,” “I feel that treatment is helping,”* and *“I know what to do when I am in a crisis.”*

The lowest adult indicator for the 3rd Quarter of 2022 is *“I feel more hopeful about my future”* at 78% (61 of 78). This indicator is 83% for calendar year 2022.

5. 85% (66 of 78) adults interviewed reported taking behavioral health medications and 96% (63 of 66) of those adults were not experiencing any problems in getting behavioral health medications that work for them.

6. 6% (5 of 78) of interviewed adults during the 4th Quarter had issues or problems with their provider. This indicator is 9% for calendar year 2022 compared to just 5% for calendar year 2021.

40% (2 of 5) resolved the problem with the program manager while 60% (3 of 5) chose not to take any action. The reasons given for not taking action were (2) the problem was not that serious or (1) the member was concerned with how the provider would react.

Recommendations Overview

Behavioral Health providers should continue to address recovery and resiliency factors (Recovery Oriented Systems Indicators ROSI) as members are transitioned into the community and self-help support systems. These include the recently added ROSI and CCISC indicators and developing a Mental Health Advance Directive; developing treatment plans with respect to the member's specific needs and asking the member what goals would help achieve a happy life.

Adult – Member Request for Assistance

Upon completing the survey 20% (1 of 5) adult members that reported having a provider problem but chose to not take any action expressed interest in having a provider or MCO address the concern or issue they shared during the interview were referred for immediate handling by LCJB HealthChoices.

Adult – Additional Compliments or Concerns

Q34 asks the adult member *“Is there anything else the county could do better to help you with your behavioral health needs?”* 9% (7 of 78) interviewed adults provided additional comments.

Quality Audits

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 14 adult quality audits were performed. 100% (11 of 11, 3 did not remember doing the survey) of adults felt the length of the survey and number of questions were satisfactory. 100% (11 of 11) adults were satisfied with the survey process. 100% (11 of 11) adults felt ok or good about being contacted and one did not.

Member comments,

“He (surveyor) was very nice.”

“I enjoyed talking with the surveyor, she was nice.”

“I liked him (surveyor). He was very nice. I would like it if called me again when I can do another survey.”

“I was astonished, it's nice to know there are people that actually care.”

“You need the feedback, it's ok, but I am at work when you call.”

Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q4-What type of survey is this?					
Telephone	138 39.7%	61 62.9%	20 23.8%	27 30.3%	30 38.5%
Face to Face	210 60.3%	36 37.1%	64 76.2%	62 69.7%	48 61.5%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q5-What county do you live in?					
Lycoming	301 86.5%	77 79.4%	71 84.5%	83 93.3%	70 89.7%
Clinton	47 13.5%	20 20.6%	13 15.5%	6 6.7%	8 10.3%

*Question 6 zip code, please check your summary for complete break out of your zip codes in your area.

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q7-What is your gender?					
Male	169 48.6%	52 53.6%	44 52.4%	45 50.6%	28 35.9%
Female	177 50.9%	45 46.4%	40 47.6%	42 47.2%	50 64.1%
Transgender	2 0.6%	-	-	2 2.2%	-
Does not identify with either gender	-	-	-	-	-
Declined to Answer	-	-	-	-	-

Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q8-How old are you?					
21 to 24 years	25 7.2%	1 1.0%	7 8.3%	12 13.5%	5 6.4%
25 to 34 years	52 14.9%	6 6.2%	14 16.7%	11 12.4%	21 26.9%
35 to 44 years	147 42.2%	27 27.8%	33 39.3%	51 57.3%	36 46.2%
45 to 54 years	62 17.8%	19 19.6%	25 29.8%	8 9.0%	10 12.8%
55 to 64 years	58 16.7%	41 42.3%	5 6.0%	6 6.7%	6 7.7%
65 and over	4 1.1%	3 3.1%	-	1 1.1%	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q9-What do you consider your race to be?					
Caucasian	309 88.8%	84 86.6%	78 92.9%	75 84.3%	72 92.3%
African American	22 6.3%	9 9.3%	3 3.6%	7 7.9%	3 3.8%
Hispanic American	5 1.4%	2 2.1%	-	3 3.4%	-
American Indian/Alaskan Native	2 0.6%	-	2 2.4%	-	-
Asian American	-	-	-	-	-
Bi-racial	7 2.0%	2 2.1%	1 1.2%	4 4.5%	-
Other	3 0.9%	-	-	-	3 3.8%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q10-Are you receiving services primarily for:					
Mental Health	169 48.6%	53 54.6%	28 33.3%	51 57.3%	37 47.4%
Drug and Alcohol Treatment	122 35.1%	31 32.0%	42 50.0%	28 31.5%	21 26.9%
Both Mental Health and Drug and Alcohol Treatment	57 16.4%	13 13.4%	14 16.7%	10 11.2%	20 25.6%

Adult Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q11-Have you learned about Community Care?					
Member Handbook	6 1.7%	4 4.1%	2 2.4%	- -	- -
Community Care Website	-	-	-	-	-
Phone call with Community Care	2 0.6%	-	-	-	2 2.6%
Treatment Provider	61 17.5%	15 15.5%	10 11.9%	21 23.6%	15 19.2%
Resource Fair/Community Event	2 0.6%	-	-	2 2.2%	-
Mailing/Brochure from Community Care	51 14.7%	13 13.4%	11 13.1%	14 15.7%	13 16.7%
Never learned about Community Care	172 49.4%	41 42.3%	42 50.0%	46 51.7%	43 55.1%
Other	8 2.3%	1 1.0%	5 6.0%	2 2.2%	- -
N/A	46 13.2%	23 23.7%	14 16.7%	4 4.5%	5 6.4%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	261	74	54	63	70
Q12-Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?					
Yes	47 18.0%	16 21.6%	13 24.1%	5 7.9%	13 18.6%
No	214 82.0%	58 78.4%	41 75.9%	58 92.1%	57 81.4%

Adult Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	31	6	9	8	8
Q13-If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	21 67.7%	3 50.0%	6 66.7%	4 50.0%	8 100.0%
No	10 32.3%	3 50.0%	3 33.3%	4 50.0%	- -

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q14-Are you aware of the Complaint and Grievance process through Community Care (CCBH)?					
Yes	150 43.1%	45 46.4%	40 47.6%	36 40.4%	29 37.2%
No	198 56.9%	52 53.6%	44 52.4%	53 59.6%	49 62.8%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q15-Have you filed a complaint or grievance within the last 12 months?					
Yes	-	-	-	-	-
No	348 100.0%	97 100.0%	84 100.0%	89 100.0%	78 100.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	-	-	-	-	-
Q16-If yes, were you satisfied with how it was handled?					
Yes	-	-	-	-	-
No	-	-	-	-	-

- No data this quarter

Adult Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q17-What is the name of your treatment provider?					
Community Service Group (CSG)	61 17.5%	30 30.9%	12 14.3%	12 13.5%	7 9.0%
Geisinger Services	10 2.9%	3 3.1%	1 1.2%	3 3.4%	3 3.8%
The Meadows	-	-	-	-	-
White Deer Run/Cove Forge	-	-	-	-	-
Keystone Counseling	-	-	-	-	-
Crossroads Counseling	39 11.2%	15 15.5%	5 6.0%	6 6.7%	13 16.7%
Genesis House	29 8.3%	4 4.1%	9 10.7%	6 6.7%	10 12.8%
Williamsport Family Medical Center	38 10.9%	12 12.4%	13 15.5%	7 7.9%	6 7.7%
Diakon Family Life Services	28 8.0%	9 9.3%	4 4.8%	5 5.6%	10 12.8%
Lycoming/Clinton MHID (Joinder)	6 1.7%	2 2.1%	-	1 1.1%	3 3.8%
UPMC Susquehanna Behavioral Health Outpatient	17 4.9%	-	3 3.6%	8 9.0%	6 7.7%
First Hospital	-	-	-	-	-
UPMC Susquehanna Behavioral Health Inpatient	4 1.1%	3 3.1%	1 1.2%	-	-
Skills of Central PA	-	-	-	-	-
West Branch D&A Abuse Commission	20 5.7%	1 1.0%	7 8.3%	5 5.6%	7 9.0%
Service & Access Management (SAM)	1 0.3%	-	1 1.2%	-	-
Other	95 27.3%	18 18.6%	28 33.3%	36 40.4%	13 16.7%

Adult Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	195	62	32	56	45
Q18-What mental health service are you completing this survey about?					
Outpatient Counseling	79 40.5%	19 30.6%	16 50.0%	22 39.3%	22 48.9%
Partial Hospitalization Program	-	-	-	-	-
Targeted Case Management (TCM)	6 3.1%	3 4.8%	1 3.1%	1 1.8%	1 2.2%
Medication Management	59 30.3%	22 35.5%	7 21.9%	19 33.9%	11 24.4%
Inpatient Hospitalization	-	-	-	-	-
Psychiatric Rehabilitation	-	-	-	-	-
Psychiatry	30 15.4%	12 19.4%	5 15.6%	5 8.9%	8 17.8%
Crisis	-	-	-	-	-
Certified Peer Support	1 0.5%	-	1 3.1%	-	-
Telepsychiatry	19 9.7%	6 9.7%	1 3.1%	9 16.1%	3 6.7%
Co-Occurring Outpatient Counseling	1 0.5%	-	1 3.1%	-	-
Other	-	-	-	-	-

Adult Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
<i>N/A responses reduce total</i>	348	97	84	89	78
Q19-What substance use disorder service are you completing this survey about?					
Outpatient Counseling	45 12.9%	8 8.2%	14 16.7%	9 10.1%	14 17.9%
Medication Assisted Treatment (MAT)	40 11.5%	9 9.3%	13 15.5%	10 11.2%	8 10.3%
Intensive Outpatient Program (IOP)	6 1.7%	1 1.0%	2 2.4%	1 1.1%	2 2.6%
D&A Case Coordination	21 6.0%	2 2.1%	7 8.3%	7 7.9%	5 6.4%
MH Case Management	4 1.1%	- -	3 3.6%	- -	1 1.3%
Partial Hospitalization Program	20 5.7%	9 9.3%	6 7.1%	4 4.5%	1 1.3%
Rehabilitation Services	8 2.3%	4 4.1%	3 3.6%	1 1.1%	- -
Detoxification Services	2 0.6%	1 1.0%	1 1.2%	- -	- -
Co-Occurring Outpatient Counseling	4 1.1%	- -	2 2.4%	1 1.1%	1 1.3%
Certified Recovery Specialist	1 0.3%	- -	1 1.2%	- -	- -
Other	197 56.6%	63 64.9%	32 38.1%	56 62.9%	46 59.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q20-I was made aware of the availability of different treatment services and given a choice.					
Yes	283 81.3%	82 84.5%	67 79.8%	72 80.9%	62 79.5%
No	65 18.7%	15 15.5%	17 20.2%	17 19.1%	16 20.5%

Access to Services

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q21A-I feel like I was able to get the help I needed.					
Strongly Agree/Agree	321 92.2%	93 95.9%	75 89.3%	79 88.8%	74 94.9%
Strongly Disagree/Disagree	13 3.7%	2 2.1%	6 7.1%	5 5.6%	- -
Neutral	14 4.0%	2 2.1%	3 3.6%	5 5.6%	4 5.1%

92.2% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q21B-I was encouraged to use consumer run programs (support group, drop-in centers, crisis phone lines, etc.)					
Strongly Agree/Agree	280 80.5%	78 80.4%	70 83.3%	76 85.4%	56 71.8%
Strongly Disagree/Disagree	50 14.4%	13 13.4%	14 16.7%	7 7.9%	16 20.5%
Neutral	18 5.2%	6 6.2%	- -	6 6.7%	6 7.7%

80.5% of target rate YTD

Meets Expectations

Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q22A-I agree that the interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	323 92.8%	89 91.8%	79 94.0%	82 92.1%	73 93.6%
Strongly Disagree/Disagree	10 2.9%	3 3.1%	3 3.6%	4 4.5%	- -
Neutral	15 4.3%	5 5.2%	2 2.4%	3 3.4%	5 6.4%

92.8% of target rate YTD

Meets Expectations

Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q22B-My provider asked questions about my physical health.					
Strongly Agree/Agree	306 87.9%	81 83.5%	80 95.2%	80 89.9%	65 83.3%
Strongly Disagree/Disagree	28 8.0%	12 12.4%	3 3.6%	6 6.7%	7 9.0%
Neutral	14 4.0%	4 4.1%	1 1.2%	3 3.4%	6 7.7%

87.9% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q22C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	332 95.4%	91 93.8%	84 100.0%	80 89.9%	77 98.7%
Strongly Disagree/Disagree	6 1.7%	3 3.1%	- -	3 3.4%	- -
Neutral	10 2.9%	3 3.1%	- -	6 6.7%	1 1.3%

95.4% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q22D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	214 61.5%	60 61.9%	47 56.0%	58 65.2%	49 62.8%
Strongly Disagree/Disagree	104 29.9%	32 33.0%	28 33.3%	21 23.6%	23 29.5%
Neutral	30 8.6%	5 5.2%	9 10.7%	10 11.2%	6 7.7%

61.5% of target rate YTD

Action Required

Outcomes of Services

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q23A-I deal more effectively with daily problems.					
Strongly Agree/Agree	285 81.9%	80 82.5%	67 79.8%	74 83.1%	64 82.1%
Strongly Disagree/Disagree	14 4.0%	2 2.1%	6 7.1%	5 5.6%	1 1.3%
Neutral	49 14.1%	15 15.5%	11 13.1%	10 11.2%	13 16.7%

81.9% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q23B-I feel more hopeful about my future.					
Strongly Agree/Agree	289 83.0%	78 80.4%	74 88.1%	76 85.4%	61 78.2%
Strongly Disagree/Disagree	14 4.0%	6 6.2%	5 6.0%	2 2.2%	1 1.3%
Neutral	45 12.9%	13 13.4%	5 6.0%	11 12.4%	16 20.5%

83.0% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q23C-I feel that treatment is helping.					
Strongly Agree/Agree	308 88.5%	82 84.5%	74 88.1%	79 88.8%	73 93.6%
Strongly Disagree/Disagree	19 5.5%	8 8.2%	5 6.0%	3 3.4%	3 3.8%
Neutral	21 6.0%	7 7.2%	5 6.0%	7 7.9%	2 2.6%

88.5% of target rate YTD

Meets Expectations

Outcomes of Services

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q23D-I know what to do when I am in a crisis.					
Strongly Agree/Agree	330 94.8%	92 94.8%	81 96.4%	85 95.5%	72 92.3%
Strongly Disagree/Disagree	5 1.4%	2 2.1%	- -	2 2.2%	1 1.3%
Neutral	13 3.7%	3 3.1%	3 3.6%	2 2.2%	5 6.4%

94.8% of target rate YTD

Meets Expectations

Provider Issues

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q24-Have you had any issues or problems with services from (name of provider)?					
Yes	32 9.2%	12 12.4%	3 3.6%	12 13.5%	5 6.4%
No	316 90.8%	85 87.6%	81 96.4%	77 86.5%	73 93.6%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A Responses reduce total	32	12	3	12	5
Q25-If yes, what were the issues or problems with services from provider?					
Lack of treatment planning and participation	2 6.3%	- -	- -	2 16.7%	- -
Frequent provider cancellations	1 3.1%	- -	- -	1 8.3%	- -
Services not provided when I needed them	6 18.8%	2 16.7%	1 33.3%	3 25.0%	- -
Attitude/personality conflicts	7 21.9%	6 50.0%	- -	1 8.3%	- -
Poor communication	4 12.5%	2 16.7%	- -	1 8.3%	1 20.0%
Billing	-	- -	- -	- -	- -
Frequent staff changes	1 3.1%	- -	- -	- -	1 20.0%
Other	11 34.4%	2 16.7%	2 66.7%	4 33.3%	3 60.0%

Provider Issues

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A Responses reduce total	31	11	3	12	5
Q26-Were you able to resolve these issues or problems with provider through a discussion with the program manager, by filing a complaint, or did you choose not to take action?					
I resolved the problem with the program manager	9 29.0%	3 27.3%	- -	4 33.3%	2 40.0%
I chose to not take action	20 64.5%	8 72.7%	3 100.0%	6 50.0%	3 60.0%
I filed a formal complaint	- -	- -	- -	- -	- -
I filed a formal complaint with provider	2 6.5%	- -	- -	2 16.7%	- -

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A Responses reduce total	20	8	3	6	3
Q27-If you chose not to take action, why?					
The problem was not that serious	5 25.0%	1 12.5%	1 33.3%	1 16.7%	2 66.7%
I was concerned with how the provider would react	8 40.0%	6 75.0%	1 33.3%	- -	1 33.3%
I didn't know how to file a formal complaint	7 35.0%	1 12.5%	1 33.3%	5 83.3%	- -

Adult Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q28-What effect has the treatment you've received had on the overall quality of your life?					
Much better/A little better	290 83.3%	78 80.4%	66 78.6%	76 85.4%	70 89.7%
About the same	50 14.4%	16 16.5%	18 21.4%	8 9.0%	8 10.3%
A little worse/ Much worse	8 2.3%	3 3.1%	- -	5 5.6%	- -

Adult Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q29-Were you given the chance to make treatment decisions?					
Yes	300 86.2%	80 82.5%	78 92.9%	77 86.5%	65 83.3%
No	20 5.7%	9 9.3%	- -	5 5.6%	6 7.7%
Sometimes	28 8.0%	8 8.2%	6 7.1%	7 7.9%	7 9.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q30-In the last twelve months, were you able to get the help you needed?					
Yes	315 90.5%	88 90.7%	74 88.1%	81 91.0%	72 92.3%
No	18 5.2%	9 9.3%	2 2.4%	6 6.7%	1 1.3%
Sometimes	15 4.3%	- -	8 9.5%	2 2.2%	5 6.4%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	23	9	3	8	3
Q31-If you were not able to get help with your behavioral health in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Child care issues	-	-	-	-	-
Transportation issues	1 4.3%	-	-	1 12.5%	-
Long waiting list	5 21.7%	1 11.1%	1 33.3%	1 12.5%	2 66.7%
language barriers	-	-	-	-	-
I did not know where to get help	5 21.7%	2 22.2%	1 33.3%	2 25.0%	-
Inconvenient times	-	-	-	-	-
Attitude/Personality conflicts	2 8.7%	1 11.1%	-	1 12.5%	-
Other	10 43.5%	5 55.6%	1 33.3%	3 37.5%	1 33.3%

Adult Medications

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	303	93	77	67	66
Q32-If you are taking behavioral health medications, are you experiencing any problems in getting the medications that work for you?					
Yes	20 6.6%	6 6.5%	3 3.9%	8 11.9%	3 4.5%
No	283 93.4%	87 93.5%	74 96.1%	59 88.1%	63 95.5%

Adults Discharge Related to Compliance Issues

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
Base	348	97	84	89	78
Q33-Have you ever been discharged because you had trouble following your treatment plan or you had set backs?					
Yes	24 6.9%	9 9.3%	- -	8 9.0%	7 9.0%
No	324 93.1%	88 90.7%	84 100.0%	81 91.0%	71 91.0%

Adult Help From County

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	338	97	76	88	77
Q34-Is there anything the county could do better to help you with your behavioral health needs?					
Yes	68 20.1%	15 15.5%	15 19.7%	19 21.6%	19 24.7%
No	270 79.9%	82 84.5%	61 80.3%	69 78.4%	58 75.3%

Adult Shared information

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr. (Jan-Mar)	2nd Qtr. (Apr-Jun)	3rd Qtr. (- Jul-Sept)	4th Qtr. (Oct-Dec)
N/A responses reduce total	32	12	3	12	5
Q35-If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming-Clinton Joinder Board HealthChoices?					
Yes	5 15.6%	1 8.3%	- -	3 25.0%	1 20.0%
No	27 84.4%	11 91.7%	3 100.0%	9 75.0%	4 80.0%

Adult Survey Literal Comments

Q12H-I've learned about Community Care (CCBH) through the following:

Q1-Also treatment provider and CCBH website.

Q1-I know because of my job.

Q2-Hospital

Q2-Lycoming County Assistance Office

Q2-Lycoming County Assistance Office.

Q3-Previous job as an office manager. She did the medical billing.

Q3-Drug Court

Q17A-What is the name of your treatment provider?

Q1-Tricia Steele	Q2-Clean Slate
Q1-Pyramid Inpatient	Q2-Clean Slate
Q1-Pyramid Inpatient	Q2-Clean Slate
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-RVHD	Q2-Pyramid Inpatient
Q1-RVHD	Q2-Pyramid Inpatient
Q1-Pyramid Gratitude & Traditions	Q2-Pyramid Inpatient
Q1-Pyramid Gratitude & Traditions	Q2-Pyramid Inpatient
Q1-Divine Providence	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Inpatient
Q1-Pyramid Inpatient	Q2-Pyramid Grad & Trad.
Q2-River Valley Health and Dental	Q3-RVHD
Q2-Clean Slate	Q3-RVHD
Q2-Pyramid Inpatient	Q3-RVHD
Q2-Pyramid Inpatient	Q3-RVHD
Q2-River Valley Health and Dental	Q3-Clean Slate
Q2-Holcolmb Behavioral Health	Q3-Clean Slate
Q2-Holcolmb Behavioral Health	Q3-RVHD
Q2-Clean Slate	Q3-RVHD
Q2-Clean Slate	Q3-Pyramid Inpatient
Q2-Clean Slate	Q3-Pyramid Inpatient

Q17A-What is the name of your treatment provider?

- Q3-Pyramid Inpatient.
- Q3-Capitol Region Catholic Charities
- Q3-RVHD
- Q3-RVHD
- Q3-RVHD
- Q3-RVHD
- Q3-Clean Slate
- Q3-River Valley Health and Dental
- Q3-RVHD
- Q3-Pyramid Inpatient
- Q3-Pyramid Inpatient
- Q3-Pyramid Inpatient
- Q3-Gillum Psychological
- Q3-Allay Mental Health and Wellness
- Q3-RVHD
- Q3-RVHD
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-RVHD
- Q3-RVHD
- Q3=Ann Wilder
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Clean Slate
- Q3-Clean Slate
- Q4-RVHD
- Q4-Clean Slate
- Q4-Clean Slate
- Q4-Ashley Hershberger
- Q4-RVHD
- Q4-RVHD
- Q4-RVHD
- Q4-RVHD
- Q4-Clean Slate
- Q4-Clean Slate
- Q4-Clean Slate
- Q4-Clean Slate
- Q4-Clean Slate

Q18A-What Mental Health service are you completing this survey about?

Q1-Anger & Stress management group

Q4-Trauma group

Q19A-What Substance Use Disorder service are you completing this survey about?

Q2- Halfway House

Q21C-These statements are about your Access to services with provider.

Q1-They didn't refer me to any other services.

Q1-I have not needed these.

Q1-I know of them, but never used or needed them.

Q1-Wasn't a good fit for me.

Q1-Didn't listen to me, hard to find psychologist in this area.

Q1-She really helped me with lots of resources.

Q1-He has been helping me try to get back in to Diakon or other services and helping with my SSDI benefits.

Q1-Not encouraged to use consumer run programs.

Q1-Has gone, but was not encouraged by the provider.

Q1-I was just referred here.

Q1-I don't recall them encouraging us to use them. We have to do group or we lose privileges.

Q1-Was not encouraged to use consumer run programs.

Q1-They never mentioned this.

Q2-They have very limited services.

Q2- It would be nice to have someone with experience. I feel like a number not a person

Q2-They make everything difficult to do and don't help. By the time they help, you are leaving.

Q2-Not encouraged.

Q2-It took six months to get services. I did not seek anything like that.

Q2-Was not encouraged to use consumer run groups.

Q2-Wasn't encouraged to use other programs

Q2-Was not encouraged to use consumer run programs.

Q2-Just waited six weeks to get an appointment for an eating disorder. Have not been encouraged to use other programs.

Q3-Got spoiled with last counselor who retired, so just trying to get used to here.

Q3-The staff talks to me like I'm a child. Another person is stealing everyone's cigarettes, including mine, and staff won't do anything about it. My counselor won't listen to anything I have to say.

Q3-I think they need more counseling and programs to benefit the people here.

Q3-It really did not apply.

Q3-I am not up to this.

Q3-These do not apply

Q3-It was a lot after a while so I stopped going.

Q21C-These statements are about your Access to services with provider.

Q3-Appointments were so far out, no one was available when needed, only had appointments every 4-6 weeks.

Q4-Was not encouraged.

Q4-Not yet

Q4-Was not encouraged.

Q4-Not encouraged.

Q4-Going through a crisis and nobody could come up with anything.

Q4-Her choice and was not encouraged to use these consumer run programs.

Q4-She would like to have peer support set up. Staff at Geisinger was supposed to set it up but it hasn't happened yet.

Q4-Was given the information but didn't use it.

Q4-Was not encouraged to use programs.

Q4-They cover it but they don't push it.

Q22E-These statements are about your Recovery Oriented Treatment Experiences with provider

Q1-I didn't finish treatment because I was released because of the terms of my probation. I didn't really need the services.

Q1-Some are and some aren't, I had to take 4 classes and 1 isn't really applying to my situation/needs.

Q1-We didn't make goals, was not organized. No concern for physical health. I left because I didn't feel I was getting the help I needed.

Q1-Not really, he doesn't ask too many questions. I go with everything because it is court ordered.

Q1-Has not come up yet.

Q1-I am on seizure meds and I will not be taken off of them ever.

Q1-I feel there is no need.

Q1-Not sure, left before discharged

Q1-Not that far along, got a new counselor so just getting to know each other.

Q1-Member did not want to discuss why she disagreed with this question.

Q1-I usually tell them about my physical health before they ask.

Q1-She doesn't ask physical health questions. Not sure I'll have after treatment.

Q1- I didn't trust the psychologist and didn't stay long, need a male provider to talk to. I do tell them when I request services.

Q1-I'll never not need help.

Q1-There is no after treatment for ADHD.

Q1-I am still working on this.

Q1-Not yet

Q1-Not ready yet

Q1-We have not talked about after treatment yet.

Q2-Not yet

Q2-Not yet

Q22E-These statements are about your Recovery Oriented Treatment Experiences with provider

Q2-I need him to look at things and help me change. After treatment has not come up yet.

Q2-Just started services recently

Q2-Not yet

Q2-Not yet.

Q2-I do not know yet. We have not gotten to that point yet.

Q2-It has been talked about but not planned.

Q2-Haven't done that yet.

Q2-Not sure what to expect, first time through this process. Haven't talked about after care yet.

Q2-Not yet

Q2-She does not plan on leaving, so there will be no after care.

Q2-Has not come up yet

Q2-Sometimes they ask about physical health. Have not talked about after care because I've only been here a year.

Q2-Ongoing treatment.

Q2-Ongoing treatment

Q2-I'm not sure if they did yet or not.

Q3-Not yet, still have a while to go.

Q3-Everyone but my main counselor helped me- Treated me with dignity and respect.

Q3-She feels like in theory people who give out these resources, they just don't have the actual experience/life experiences to fully understand and help.

Q3-Just taking vitals for physical health.

Q3-Has been in treatment for years. Will continue treatment.

Q3-They don't listen to me and the after care treatment has not come up yet.

Q3-Not sure. Sometimes. Not yet.

Q3-Not yet, he still has a ways to go before that.

Q3-Not yet

Q3-Not yet

Q3-This is not part of my treatment plan now.

Q3-Does not recall this

Q3-Ongoing services

Q3-Ongoing services

Q3-It is helping me, but there are other options out there.

Q3-Just started treatment-too recent

Q3-Have not gotten there yet.

Q3-We have not discussed this.

Q3-Not yet

Q4-They have not yet.

Q4- Sometimes, not there yet.

Q22E-These statements are about your Recovery Oriented Treatment Experiences with provider

Q4-Have not asked him.

Q4- Not yet

Q4-Too soon to tell, just started a week ago.

Q4-Not at that point yet.

Q4-Not yet.

Q4-Not yet.

Q4-Not yet.

Q4-Have not discussed this yet.

Q4-They do not ask. They have not yet.

Q4-We have not really talked about this. She did, just not a lot. Yes, but I am unsure of what to do.

Q4-They do not ask about this. She somewhat listens and somewhat doesn't. She does not do that.

Q4-Not yet.

Q4-She has not been at it long enough to know yet. But she enjoys seeing her counselor and talking.

Q4-Not yet

Q4-Not yet too soon

Q4-Love this place!

Q4-Never talked about it.

Q23E-Thses statements are about Outcomes you believe are a direct result of your participation in services with provider.

If you chose neutral/or disagreed with any of these state...

Q1-I wasn't getting the help I needed.

Q1-It's court ordered so I'm not really into it, I do it because I have to.

Q1-The psychiatrist doesn't really listen. I need/want the meds I was on before I went to jail and they won't prescribe them to me.

Q1-Have my days-they're all different.

Q1-I haven't found a provider that's a good fit for me yet.

Q1-Not consistently.

Q1-It wasn't that it wasn't working, he just was not ready to try.

Q1-I have been dealing with this since I was a kid. I don't feel like changing meds constantly.

Q1-They don't ask about my physical health.

Q1-I know what to do, it's the process of doing it.

Q1-Some days

Q1-I'm already in my future, so I'm not thinking of it. Switching my counselor as we speak, Just not a right fit.

Q2-Not with my health declining the way it is. Treatment's not working because they ran out of ideas.

Q2-When they figure out what our next step is then I will be able to feel more hopeful.

Q2-Not yet

Q2-Sometimes

Q23E-These statements are about Outcomes you believe are a direct result of your participation in services with provider.

If you chose neutral/or disagreed with any of these state...

Q2-I feel the same

Q2-Sometimes I deal more effectively with daily problems. I feel a little more hopeful about my future. I don't feel that treatment is really helping yet.

Q2-I don't know if I'm doing what I need to do. I need reassurance that I am doing good.

Q3-Still trying to find resources to help. Trying to stay positive.

Q2- Just started recently with a counselor here.

Q3-My counselor will not show me new coping methods and when I feel I do the right thing, nothing is said to the other person involved, so I feel I did wrong.

Q3-Still new to the program

Q3-They don't help us in here. We do the same thing over and over everyday, we get stir crazy in here. We need to do different things than sit in group and listen to the tech talk about herself and not helping any of us.

Q3-I have a lot going on right now. There is nothing crisis can do for me.

Q3-My mental health is not great.

Q3-I still have good and bad days.

Q3-I am still working on this.

Q4-Never does, I've been doing this for over 2 decades.

Q4-Still working through things.

Q4-Hopefully soon, not yet, I just started a month ago so we'll see.

Q4-Not quite yet.

Q4- Not really. Not right now. Too early to tell.

Q4-Not yet.

Q4-Because he wants to use, he is on the borderline with it.

Q4-A lot of stuff going on.

Q4-Sometimes

Q4-Depends on the day.

Q4-I am always depressed.

Q4-Just starting here with services, too soon to say.

Q4-50/50 between mental and physical health.

Q4-She thinks so.

Q4-Depends on the day, some days I feel great and others I need an extra push to get me through.

Q25A-If yes, what were the issues or problems with the servies from provider?

Q1- Also poor communication and services not provided when I needed them.

Q1-Everything was online and it got more depressing than helpful. Groups were hard to participate in and one on one was not helpful. Needed more positive reinforcement in that program.

Q1-Attitudes/personality conflicts

Q1-Poor communication.

Q25A-If yes, what were the issues or problems with the services from provider?

Q1-They told me I could no longer come to Diakon because they don't accept my insurance any longer. My counselor was puzzled by this and so was I. I really miss going to her, I really need to go.

Q1-The hours are not convenient enough.

Q1-I am supposed to go to the ER and no one has taken me in a day and a half.

Q1-The med nurse makes me feel like garbage every time I go in there.

Q1-The doctor doesn't seem to understand that I have a medical condition which sometimes causes me to need to cancel or reschedule my appointments. I have only missed 2 appointments, but I can't be out and about when my blood sugar is too low. It's like he's holding a grudge against me.

Q2-This place is dirty and no one cleans up at all. They put me in detox and did not give me any comfort meds. I asked to be put back on the suboxone because it was my choice to stop and they said no.

Q2-I was having an asthma attack and couldn't breathe and the techs called for a code blue. It took the nurses over 10 minutes to come. The techs wanted me to write a complaint, but I didn't. No one was showing up to take me to the hospital and when I did go they gave me morphine for the pain. The tech said the next time it happens I will be behaviorally discharged and it wasn't my fault. The hospital didn't know I was there with Pyramid, and I didn't know that they gave me morphine at first.

Q3-Damaging attendance policies.

Q3-Their policies are damaging to treatment. I missed some group meetings and was letting my counselor know the reasons but they still took my psych meds away for missing groups. This is a policy that hurt my sobriety and mental health. I went to Clean Slate to get help. I was also denied a switch in counselors that I requested. I went and spoke to the director and they still denied my request.

Q3-They get appointments messed up.

Q3-A doctor here treated me bad once and I did not go back.

Q3=Not sending in my medication prescription in time.

Q4-The doctor yelled at my mom.

Q4-Scheduling is difficult. If he doesn't schedule ahead, it's hard to get an appointment. They seem to be short staffed and/or taking on too many patients. Nobody's fault but just how it is.

Q27A-If you chose not to take any action, why?

Q1- I didn't want to complain.

Q1- I didn't stay for services because I didn't feel heard.

Q1-I did not feel like going through more med changes.

Q1-Still in the process of resolving the issue.

Q2-I felt as if it would be pointless and nothing would be done about it.

Q3-Nothing was done about the girl stealing my cigarettes.

Q3-She is waiting to see how it is going to pan out.

Q3-I left.

Q31A-If you were not able to get help with your behavioral health in the last twelve months, what stopped you?

Q1-Because of my history they won't prescribe me certain medications.

Q1-Medication Issues

Q1-Counselor was out on maternity leave for quite a while.

Q1-I was incarcerated.

Q1-I did not know where to get help.

Q1-Long waiting list and attitude personality conflicts.

Q1-After November when I lost services.

Q1-I just wasn't ready.

Q2-Trying to get a referral to get help to go to places that offer help.

Q3-My living situation stopped me.

Q3-My living situation

Q3-My heart valve was almost blocked and I just had surgery in July after saying for a year that my heart was not right. I have been accused of mental health issues and put in a mental health hospital, but it really was my heart, NOT anxiety. I am really upset that it took a year to fix this.

Q4-Counselor left here and had to start with a new counselor. It's hard to get weekly appointments because of the lack of availability for appointments.

Q32A-Are you experiencing any problems in getting the medications that work for you?

Q1-They won't prescribe me certain meds because I went to jail.

Q1-They won't prescribe what I need.

Q1-having a hard time finding a med that works continuously.

Q2-Financially yes

Q2The doctor took me off my seroquel.

Q3-My prescriptions ran out from crossroads so I'm trying to get new psych Dr. to refill them.

Q3-She can't get any help with her mental help/anxiety because of being on methadone.

Q3-Member did not provide explanation.

Q3-There are not that many meds that work.

Q3-We are still trying to find what is the best fit for me.

Q3-Medication he is on is not working. And psychiatrist thinks medical marijuana is hindering the prescribed medicines.

Q4-My one medication is not working, I need something else.

Q4-My doctor doesn't want to put me on the meds that I need.

Q4-Because he doesn't know what he needs.

Q34A-Is there anything the county could do better to help you with your behavioral health needs.

Q1-Confidentiality with our counselors that we won't be turned in for being honest about triggers or relapsing. I can get put back in jail or other consequences because they are required to report it. It discourages us from being honest about our experiences/treatment with our counselors.

Q1-More availability of existing services.

Q1-Help with housing options, need more information.

Q1-More availability of existing services, it's hard to get a hold of anybody for basic needs.

Q1-Help with housing.

Q1-Could use more help with more psychiatrists in this area.

Q1-Housing, as a homeless veteran, is an issue. I'm close to getting a place though.

Q1-More availability of existing services, more counselors needed.

Q1-Quicker for housing.

Q1-Housing

Q1-More options for crisis and inpatient.

Q1-Help with housing.

Q1-Housing

Q1-Transportation is an issue

Q2-More services-divorce counseling

Q2-Housing. Help me figure out a way to have an income. I physically can't work and I get denied for SSI. Maybe have a program.

Q2-More psychiatrists

Q2-Housing and transportation is an issue.

Q2-To find services I need, even if they are out of Clinton county in a reasonable amount of time.

Q2-Housing

Q2-Need more specialists for a lot of services, have to go out of town for anyone who takes the access.

Q2-More availability of existing services.

Q2-I need help with housing

Q2-Housing

Q2-Housing

Q2-More availability of psychiatrists.

Q2-I need housing when I would leave.

Q2-There are transportation issues, lack of housing and a lack of services for psychiatry.

Q2-Housing

Q3-More availability of existing services.

Q3-Yes, all of the above. They need to step it up.

Q3-New services

Q3-Housing

Q3-Housing.

Q3-More availability of providers-psychologists and counselors

Q3-Get a methadone clinic in Clinton County.

Q34A-Is there anything the county could do better to help you with your behavioral health needs.

Q3-Housing, more availability for other shift workers for doctors appointments.

Q3-Housing and transportation.

Q3-Housing and transportation

Q3-Scheduling could be easier, less cancellations.

Q3-More housing for people with disabilities

Q3-More availability of existing services.

Q3-Housing

Q3-More availability of existing services.

Q3-Have more counseling services.

Q3-Crossroads has been cancelling or trying to reschedule my intake for 6 weeks. They have tried to do Zoom or phone call intake but it hasn't worked out yet. Also would like resources for rental/housing.

Q3-Housing- for independence after drug treatment program completion.

Q4-Housing

Q4-Every place needs to have more counseling-EVERYWHERE-schools, work places etc!

Q4-Housing.

Q4-Housing

Q4-Getting bills from TLC and has no way to pay because he is not working and not able to work.

Q4-Need to make services more available, nobody knows who to call or what to do.

Q4-More support groups for mental health.

Q4-More availability of existing services.

Q4-Needs housing and a social worker to advocate for her.

Q4-Providers could be more accepting and understanding, not treat people like a number.

Q4-Need more providers, make sure doctors are compassionate, life coaching classes

Q4-Flexible scheduling at providers and allow people to do telehealth if they want to.

Q4-To have more relaxation groups and anger management groups.

Q4-Access to the gym or YMCA

Q4-More availability of existing services. She started asking questions back in January. Services never ended up starting until October and only because her doctor escalated the process 3 months ago. Otherwise, she would still be waiting to get seen.

Q4-More availability of existing services.

Q4-Transportation

Q4-Housing. Really needs help with housing and transportation.

Q4-Doing great!

Q4-Services should be more individualized. Groups don't help everyone. But when they are court ordered, you don't have a choice.

Q37-Please share additional compliments or concerns you have about the services you participate in with provider.

Q1-They do a great job! We are all human just like doctors are and feel the same but are different.

Q1-He gets good care here.

Q1-Everything has been pretty steady. They work with you here.

Q1-My counselor is very good. She gives a lot of input.

Q1-I don't like this survey at all.

Q1-They are doing great.

Q2-He gets very good quality care from his counselor. He always requests to come back to her, she is phenomenal.

Q2-I feel like they actually care, they treat you like a human being.

Q2-I love Genesis House because they are so helpful and really good at understanding her.

Q2-Excellent services, treated fairly, treated with dignity. Can't say anything bad.

Q2-He likes it here at Genesis House.

Q2-Likes it at WFMC

Q2-The people I deal with are amazing! My IOP counselor is very attentive and awesome.

Q2-I have been with them for 19 years and this shows I have faith and confidence in them.

Q2-The staff is great! She feels very fortunate that this place has put them in her life!

Q2-Counselor is wonderful! Came for grief counseling but she is helping with all aspects.

Q2-She really likes her counselor, she is very genuine.

Q2-Of all the counselors I have had this one is the best!!

Q2-His counselor has been very patient and helpful. She listens and pushes him in the right direction. She helps a lot with family problems. She has been such a great support system. The receptionist is patient, kind, helpful, caring and not judgemental.

Q3-Loves her counselor, she is a sweetheart.

Q3-My counselor helped me open up. She was always there for me.

Q3-She loves her counselor. She is on your back when she needs to be. Kind as well. Keeps me in line.

Q3-Her counselor is nice.

Q3-The entire staff here does a really good job and I've been to many places. My therapist does a very good job. He helps me with breathing exercises and so much more. The receptionists have always been so good. They call right away for schedule changes and always ask how I'm doing.

Q3-They do a wonderful job, staff and treatment.

Q3-West Branch is the Best!

Q3-Not sure yet. Not enough interactions to know.

Q3-West Branch was prompt. Right on point.

Q3-Capitol Region has been a cornerstone of her recovery. Continues to play a part in your recovery. She will forever be grateful for their help.

Q3-Counselor is awesome! He listens and gives feedback. He is a good guy. He gives advice and helps with life things.

Q3-Has not had any problems, they have been good.

Q3-Really, really happy with this place.

Q3-Really happy with CSG.

Q37-Please share additional compliments or concerns you have about the services your participate in with provider.

Q3-Very grateful for this clinic and the staff.

Q3-They have changed my life.

Q3-There is no structure or peace in this place. The techs(not all of them) need to be trained on how to treat patients in here. They are rude and swear at us. It is very unprofessional the way they work. It's very upsetting that a lot of people leave because of the staff and that they don't care about their jobs.

Q3-Allay puts their clients well being first.

Q3-Happy with therapist. Scheduling is just difficult.

Q3-My therapist is amazing!

Q3-I've had amazing services with them.

Q3-I'm happy with my psych doctor.

Q3-My counselor is a great lady. She truly cares.

Q3-She is absolutely amazing to work with. She really helps me find ways to calm myself when I am having anxiety issues.

Q3-My therapist is awesome. I am glad I got her as a therapist.

Q3-My counselor is overall an outstanding person and great at her job.

Q4-My counselors are some of the best I have ever encountered with the issue I have.

Q4-You should not have online IOP. It does not work. My counselor is good.

Q4-West Branch is wonderful.

Q4-My counselor is very personable, I like her a lot.

Q4-Counselor listens to her well and is the best one she has ever had.

Q4-Both the therapist and the psychiatrist have been the best I could have hoped for.

Q4-They are great.

Q4-They are great.

Q4-I love my counselor.

Q4-Loves the groups. She has social phobia. And its making a big difference for her.

Q4-She is concerned that she is going to get dropped because of all the things she has to accomplish. She also has no transportation so that makes it difficult to get there.

Q4-The psychiatrist needs to be on time.

Q4-They are really nice and welcoming.

Q4-Nice people

Q4-Counselor is great, excellent listener. She remembers past sessions.

Q4-He thinks its good. He has been doing a lot better since living in Lycoming County versus Clinton County

Q4- Everything is going amazing. His counselor keeps him honest. She calls him and makes sure he is ok.

Q4-Counselor is exceptional. Probably the best I've had for therapy.

Q4-This place is intimidating at first, but the people here are so inviting, you don't feel like you are being judged. It keeps me coming back.

Q4-They are great!

Family Survey Findings

Family Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 30 family/caregiver surveys completed during the 4th Quarter of calendar year 2022 for the period from October - December 2022 and the 121 family/caregivers' surveys for all of calendar year 2022.

Survey Results

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

4th Quarter Family Sample Characteristics versus 3rd Quarter Comparison:

1. Higher percent of face-to-face surveys – 37% (11 of 30) versus 10% (3 of 31).
2. Higher percent of female caregivers – 90% (27 of 30) versus 87% (22 of 31).
3. Lower percentage of child members aged 8 and under – 73% (22 of 30) versus 90% (28 of 31).
4. Higher percent of foster/step/adoptive/grandparent – 10% (3 of 30) versus 3% (1 of 31).
5. Lower ratio of male member service recipients – 53% (16 of 30) versus 81% (25 of 31).
6. Lower ratio of members receiving IBHS – 7% (2 of 30) versus 9% (9 of 31).

Findings Overview

1. 53% (14 of 27, excluding 3 n/a) family/caregivers responded “yes” to “*Have you reviewed your child’s insurance benefits and treatment options through Community Care*” during the 4th Quarter of 2022. This indicator is 34% for calendar year 2022.

2. 43% (13 of 30) of family/caregivers concurred with “*Are you aware of the Complaint process through Community Care?*” during the 4th Quarter. This indicator is 55% for calendar year 2022 compared to 48% for calendar year 2021. This low score may have something to do with the rewording of the question. In prior periods, the family/caregiver was asked if they “*knew how to file a complaint or grievance?*” and the positive responses were 85% for calendar year 2020.

3. Family/caregivers are generally pleased with **Access** to provider treatment services. The satisfaction scores were 90% to 100% in two of three indicators covering “*Authorization information is submitted on time so that services to my child are not interrupted,*” and “*I have been given clear information on who to contact if my child needs immediate help between appointments.*”

The indicator “*I was encouraged to use other support programs in the community*” improved to 87% (26 of 30) during the 4th Quarter of 2022 compared to 55% in the 3rd Quarter and is 68% for all of 2022.

4. Family/caregivers were generally pleased during the 4th Quarter of 2022 with their provider **Recovery Oriented/Treatment Experiences**. The satisfaction level was 100% in three of four indicators. These include, “*I agree that the interventions offered to my child on my child’s treatment plan are a good fit for my child and family,*” “*My provider asks questions about my child’s physical health,*” and “*My provider treated my family with dignity and respect.*”

The lower rated Recovery Oriented/Treatment Experience indicator “*My provider talks to me and my child about my child’s plan after treatment*” significantly improved during the 4th Quarter of 2022 to 70% (21 of 30). This indicator was only 13% during the 3rd Quarter and is 41% for calendar year 2022.

5. Family/caregiver satisfaction levels with **Treatment Outcomes** all improved during the 4th Quarter of 2022. “*My child deals more effectively with daily problems*” increased to 83% (25 of 30). “*I feel my child’s behavioral health is improving*” increased to 83% (25 of 30) and “*My child’s social skills are improving*” increased to 96% (29 of 30). These three treatment outcome satisfaction levels are in the 66%-75% range during calendar year 2022 but showing improvement.

6. 0% (0 of 30) parent/caregivers reported having an issue or problem with their provider in the 4th Quarter of 2022. This indicator is 5% for calendar year 2022 compared to 6% for calendar year 2021.

7. 70% (21 of 30) parent/caregivers reported their child is taking behavioral health medications and 100% (21 of 21) reported no problems in getting the medicines that work for their child.

Recommendations Overview

1. There has been significant improvement in the family/caregivers' indicator, "My provider talks to me and my child about my child's plan after treatment." This indicator was 13% in the 3rd Quarter and increased to 70% in the 4th Quarter, thereby increasing to 41% for calendar year 2022. Hopefully, this positive trend will continue.

2. Other low indicators include, "Have you reviewed your child's insurance benefits and treatment options through Community Care" at just 34% for all of calendar year 2022 and "Are you aware of the Complaint process through Community Care?" at only 55% for the year.

These results require more research and discussion.

Lycoming-Clinton HealthChoices Comment: Providers are not asked to respond to C/FST data (survey findings) on a quarterly basis. However, the indicators that have concerning responses and/or have fallen below the benchmark are reviewed during monthly provider meetings. There are times when C/FST data results are discussed with an individual provider, although a formal written plan of action may not have been required.

Family - Request for Assistance

0 of 30 parent/family caregiver respondents, compared to 0 of 31 in the 3rd quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Family – Additional Compliments or Concerns

Q36 asks the family member/caregiver to share any additional compliments or concerns they may have about the services their child participates in with the provider. This quarter 13% (4 of 30) family/caregivers had additional comments and these literal comments can in Pages 52-55 of this Report.

Quality Audits

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 4 family quality audits were performed. 100% (4 of 4) family/caregivers felt the length of the survey and number of questions were satisfactory. 100% (4 of 4) family/caregivers were satisfied with the survey process and 100% (4 of 4) family/caregivers felt ok or good about being contacted.

Member Comments:

"I didn't answer the last questions because they weren't relevant to my 4-year old"

Family Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q4-What type of survey is it?					
Telephone	107 88.4%	30 100.0%	30 100.0%	28 90.3%	19 63.3%
Face to Face	14 11.6%	- -	- -	3 9.7%	11 36.7%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q5-What county do you live in?					
Lycoming	82 67.8%	23 76.7%	17 56.7%	25 80.6%	17 56.7%
Clinton	39 32.2%	7 23.3%	13 43.3%	6 19.4%	13 43.3%

*Q6- Zip codes, please see your provider summaries for complete break out of zip codes for your counties.

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q7-What is your gender?					
Male	8 6.6%	- -	1 3.3%	4 12.9%	3 10.0%
Female	113 93.4%	30 100.0%	29 96.7%	27 87.1%	27 90.0%
Transgender	-	-	-	-	-
Does not identify with either gender	-	-	-	-	-
Declined to answer	-	-	-	-	-

Family Demographics

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q8-What is your child's gender?					
Male	72 59.5%	12 40.0%	19 63.3%	25 80.6%	16 53.3%
Female	49 40.5%	18 60.0%	11 36.7%	6 19.4%	14 46.7%
Transgender	-	-	-	-	-
Does not identify with either gender	-	-	-	-	-
Declined to answer	-	-	-	-	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q9-How old is the child receiving services?					
5 or under	27 22.3%	-	2 6.7%	21 67.7%	4 13.3%
6-8 years	56 46.3%	22 73.3%	9 30.0%	7 22.6%	18 60.0%
9-13 years	38 31.4%	8 26.7%	19 63.3%	3 9.7%	8 26.7%
14 and older	-	-	-	-	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q10-What is your relationship to this child?					
Parent	105 86.8%	26 86.7%	22 73.3%	30 96.8%	27 90.0%
Foster Parent	3 2.5%	-	-	-	3 10.0%
Grandparent	9 7.4%	-	8 26.7%	1 3.2%	-
Adoptive Parent	1 0.8%	1 3.3%	-	-	-
Aunt/Uncle	-	-	-	-	-
Step-Parent	-	-	-	-	-
Brother/Sister	-	-	-	-	-
Legal Guardian	3 2.5%	3 10.0%	-	-	-

Family Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q11-What do you consider the child's race to be?					
Caucasian	100 82.6%	19 63.3%	29 96.7%	26 83.9%	26 86.7%
Asian/Pacific Islander	-	-	-	-	-
African American	9 7.4%	6 20.0%	-	3 9.7%	-
Bi-Racial	11 9.1%	5 16.7%	1 3.3%	2 6.5%	3 10.0%
Hispanic American	1 0.8%	-	-	-	1 3.3%
American Indian/Alaskan Native	-	-	-	-	-
Other	-	-	-	-	-

Family Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q12-Have you learned about Community Care?					
Member Handbook	-	-	-	-	-
Community Care website	-	-	-	-	-
Phone call with Community Care	5 4.1%	-	1 3.3%	3 9.7%	1 3.3%
Treatment Provider	19 15.7%	7 23.3%	1 3.3%	4 12.9%	7 23.3%
Resource Fair/Community Event	-	-	-	-	-
Mailing/Brochure from Community Care	43 35.5%	9 30.0%	14 46.7%	12 38.7%	8 26.7%
Never learned about Community Care	48 39.7%	14 46.7%	14 46.7%	11 35.5%	9 30.0%
Other	1 0.8%	-	-	-	1 3.3%
N/A	5 4.1%	-	-	1 3.2%	4 13.3%

Family Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	99	25	21	26	27
Q13-Have you reviewed your child's insurance benefits and treatment options through Community Care (CCBH) ?					
Yes	34 34.3%	2 8.0%	7 33.3%	11 42.3%	14 51.9%
No	65 65.7%	23 92.0%	14 66.7%	15 57.7%	13 48.1%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	10	-	2	6	2
Q14-If you contacted Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	10 100.0%	-	2 100.0%	6 100.0%	2 100.0%
No	-	-	-	-	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q15-Are you aware of the Complaint process through Community Care (CCBH) ?					
Yes	66 54.5%	17 56.7%	18 60.0%	18 58.1%	13 43.3%
No	55 45.5%	13 43.3%	12 40.0%	13 41.9%	17 56.7%

Family Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q16-Have you filed a complaint within the last 12 months?					
Yes	-	-	-	-	-
No	121 100.0%	30 100.0%	30 100.0%	31 100.0%	30 100.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<i>N/A responses reduce total</i>	-	-	-	-	-
Q17-If yes, were you satisfied the process?					
Yes	-	-	-	-	-
No	-	-	-	-	-

- No data this quarter

Family Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q18-What is the name of your child's treatment provider?					
BSI (DTAC)	5 4.1%	1 3.3%	1 3.3%	3 9.7%	- -
Diakon Family Life Services	15 12.4%	3 10.0%	3 10.0%	1 3.2%	8 26.7%
Lycoming Therapeutic Wraparound Services	2 1.7%	1 3.3%	-	1 3.2%	-
First Hospital	-	-	-	-	-
River Valley Health & Dental Center	4 3.3%	-	-	2 6.5%	2 6.7%
Geisinger Services	21 17.4%	6 20.0%	5 16.7%	5 16.1%	5 16.7%
Concern (IBHS)	-	-	-	-	-
Keystone Counseling	3 2.5%	1 3.3%	-	-	2 6.7%
Crossroads Counseling	8 6.6%	-	2 6.7%	4 12.9%	2 6.7%
Geisinger Hospital	-	-	-	-	-
Merakey	9 7.4%	-	4 13.3%	2 6.5%	3 10.0%
Community Solutions	-	-	-	-	-
Community Services Group (CSG)	31 25.6%	8 26.7%	10 33.3%	7 22.6%	6 20.0%
Lycoming/Clinton MHID (Joinder)	3 2.5%	2 6.7%	1 3.3%	-	-
UPMC Susquehanna Behavioral Health Outpatient	1 0.8%	1 3.3%	-	-	-
Friendship House	3 2.5%	2 6.7%	-	1 3.2%	-
Service Access & Management (SAM)	2 1.7%	-	-	1 3.2%	1 3.3%
Other	14 11.6%	5 16.7%	4 13.3%	4 12.9%	1 3.3%

Family Provider Service Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	121	30	30	31	30
Q19-What Mental Health Services for your child, are you completing this survey about?					
Outpatient Counseling	37 30.6%	7 23.3%	12 40.0%	10 32.3%	8 26.7%
Partial Hospitalization	-	-	-	-	-
Inpatient Hospitalization	-	-	-	-	-
Community and School Based behavioral Health (CSBBH)	5 4.1%	1 3.3%	-	-	4 13.3%
Medication Management	25 20.7%	7 23.3%	7 23.3%	4 12.9%	7 23.3%
Parent Child Interactive Training (PCIT)	1 0.8%	-	1 3.3%	-	-
Crisis	-	-	-	-	-
Outpatient School Based Therapy	2 1.7%	-	1 3.3%	-	1 3.3%
Psychiatry	17 14.0%	6 20.0%	2 6.7%	7 22.6%	2 6.7%
Family Based Mental Health (FBMH)	4 3.3%	-	1 3.3%	-	3 10.0%
Targeted Case Management (TCM)	5 4.1%	3 10.0%	1 3.3%	-	1 3.3%
Applied Behavioral Analysis (ABA)	1 0.8%	-	-	-	1 3.3%
Telepsychiatry	1 0.8%	-	-	-	1 3.3%
Mulitsystemic Therapy (MST)	1 0.8%	-	-	1 3.2%	-
Behavioral Health Rehabilitation Services (BHRS)	20 16.5%	4 13.3%	5 16.7%	9 29.0%	2 6.7%
Other	2 1.7%	2 6.7%	-	-	-

Family Provider Service Level Analysis

Counts Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	-	-	-	-	-
Q20-What Substance Use Disorder services for your child are you completing this survey about?					
Outpatient Counseling	-	-	-	-	-
Community Based D&A	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Other	-	-	-	-	-

- No data this quarter

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q21-My child and I were made aware of the availability of different treatment services and given a choice.					
Yes	116 95.9%	30 100.0%	29 96.7%	28 90.3%	29 96.7%
No	5 4.1%	- -	1 3.3%	3 9.7%	1 3.3%

Family Access to Service

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q22A-Authorization information is submitted on time so that services to my child are not interrupted.					
Strongly Agree/Agree	121 100.0%	30 100.0%	30 100.0%	31 100.0%	30 100.0%
Strongly Disagree/Disagree	-	-	-	-	-
Neutral	-	-	-	-	-

100.0% of target rate YTD

Meets Expectations

Family Access to Service

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q22B-I have been given clear information on who to contact if my child needs immediate help between appointments.					
Strongly Agree/Agree	113 93.4%	30 100.0%	29 96.7%	27 87.1%	27 90.0%
Strongly Disagree/Disagree	8 6.6%	- -	1 3.3%	4 12.9%	3 10.0%
Neutral	- -	- -	- -	- -	- -

93.4% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q22C-I was encouraged to use other support programs in the community. (Support groups, parenting classes, after school programs, etc.)					
Strongly Agree/Agree	82 67.8%	21 70.0%	18 60.0%	17 54.8%	26 86.7%
Strongly Disagree/Disagree	37 30.6%	9 30.0%	12 40.0%	14 45.2%	2 6.7%
Neutral	2 1.7%	- -	- -	- -	2 6.7%

67.8% of target rate YTD

Action Required

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q23A-I agree that the interventions offered to my child on my child's treatment plan are a good fit for my child and family.					
Strongly Agree/Agree	116 95.9%	29 96.7%	29 96.7%	28 90.3%	30 100.0%
Strongly Disagree/Disagree	4 3.3%	- -	1 3.3%	3 9.7%	- -
Neutral	1 0.8%	1 3.3%	- -	- -	- -

95.9% of target rate YTD

Meets Expectations

Family Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q23B-My provider asks questions about my child's physical health.					
Strongly Agree/Agree	112 92.6%	30 100.0%	27 90.0%	25 80.6%	30 100.0%
Strongly Disagree/Disagree	9 7.4%	- -	3 10.0%	6 19.4%	- -
Neutral	- -	- -	- -	- -	- -

92.6% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q23C-My provider treated my family with dignity and respect.					
Strongly Agree/Agree	120 99.2%	30 100.0%	30 100.0%	30 96.8%	30 100.0%
Strongly Disagree/Disagree	1 0.8%	- -	- -	1 3.2%	- -
Neutral	- -	- -	- -	- -	- -

99.2% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q23D-My provider talks to me and my child about my child's plan for after treatment.					
Strongly Agree/Agree	49 40.5%	16 53.3%	8 26.7%	4 12.9%	21 70.0%
Strongly Disagree/Disagree	68 56.2%	14 46.7%	22 73.3%	26 83.9%	6 20.0%
Neutral	4 3.3%	- -	- -	1 3.2%	3 10.0%

40.5% of target rate YTD

Action Required

Family Outcomes

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q24A-My child deals more effectively with daily problems.					
Strongly Agree/Agree	80 66.1%	17 56.7%	22 73.3%	16 51.6%	25 83.3%
Strongly Disagree/Disagree	6 5.0%	1 3.3%	1 3.3%	4 12.9%	- -
Neutral	35 28.9%	12 40.0%	7 23.3%	11 35.5%	5 16.7%

66.1% of target rate YTD

Action Required

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q24B-I feel my child's behavioral health is improving.					
Strongly Agree/Agree	89 73.6%	20 66.7%	24 80.0%	20 64.5%	25 83.3%
Strongly Disagree/Disagree	8 6.6%	3 10.0%	1 3.3%	4 12.9%	- -
Neutral	24 19.8%	7 23.3%	5 16.7%	7 22.6%	5 16.7%

73.6% of target rate YTD

Satisfactory

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q24C-My child's social skills are improving.					
Strongly Agree/Agree	91 75.2%	20 66.7%	22 73.3%	20 64.5%	29 96.7%
Strongly Disagree/Disagree	9 7.4%	3 10.0%	1 3.3%	4 12.9%	1 3.3%
Neutral	21 17.4%	7 23.3%	7 23.3%	7 22.6%	- -

75.2% of target rate YTD

Satisfactory

Family Issues/Problems

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q25-Have you had any issues or problems with services from provider?					
Yes	6 5.0%	1 3.3%	2 6.7%	3 9.7%	- -
No	115 95.0%	29 96.7%	28 93.3%	28 90.3%	30 100.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	6	1	2	3	-
Q26-If you have had issues or problems with provider, what were they?					
Lack of treatment planning or participation	1 16.7%	-	-	1 33.3%	-
Services not provided when my child needs them	2 33.3%	1 100.0%	-	1 33.3%	-
Poor Communication	3 50.0%	-	2 100.0%	1 33.3%	-
Attitude/Personality Conflicts	-	-	-	-	-
Frequent Staff Changes	-	-	-	-	-
Billing	-	-	-	-	-
Frequent Provider Changes	-	-	-	-	-
School Conflicts	-	-	-	-	-
Other	-	-	-	-	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	6	1	2	3	-
Q27-Were you able to resolve these issues or problems with provider?					
Yes	-	-	-	-	-
No	6 100.0%	1 100.0%	2 100.0%	3 100.0%	-

Family Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q28-What effect has the treatment your child received, had on the quality of your child's life?					
Much better	43 35.5%	5 16.7%	10 33.3%	13 41.9%	15 50.0%
A little better	56 46.3%	18 60.0%	17 56.7%	12 38.7%	9 30.0%
About the same	19 15.7%	7 23.3%	3 10.0%	3 9.7%	6 20.0%
A Little worse	3 2.5%	- -	- -	3 9.7%	- -
Much worse	- -	- -	- -	- -	- -

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q29-Were you and your child given the chance to make your own treatment decisions?					
Yes	116 95.9%	30 100.0%	28 93.3%	28 90.3%	30 100.0%
No	4 3.3%	- -	1 3.3%	3 9.7%	- -
Sometimes	1 0.8%	- -	1 3.3%	- -	- -

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q30-In the last twelve months, did you or your child have problems getting the help your child needed?					
Yes	12 9.9%	1 3.3%	2 6.7%	5 16.1%	4 13.3%
No	106 87.6%	29 96.7%	28 93.3%	26 83.9%	23 76.7%
Sometimes	3 2.5%	- -	- -	- -	3 10.0%

Family Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
NA responses reduce total	11	1	-	5	5
Q31-If you were unable to get behavioral health help for your child in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Child care issues	-	-	-	-	-
Transportation issues	-	-	-	-	-
Long waiting list	4 36.4%	-	-	2 40.0%	2 40.0%
Language barriers	-	-	-	-	-
I did not know where to get help	2 18.2%	-	-	2 40.0%	-
Inconvenient times	2 18.2%	1 100.0%	-	1 20.0%	-
Insurance issues	-	-	-	-	-
Other	3 27.3%	-	-	-	3 60.0%

No data for 2nd Quarter.

Family Behavioral Health Medications

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	81	25	21	14	21
Q32-If your child is taking behavioral health medications, are you experiencing any problems getting the medications that work for your child?					
Yes	1 1.2%	-	-	1 7.1%	-
No	80 98.8%	25 100.0%	21 100.0%	13 92.9%	21 100.0%

Family Member Discharged

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	121	30	30	31	30
Q33-Has your child ever been discharged because they had trouble following the treatment plan or they had set backs?					
Yes	8 6.6%	- -	3 10.0%	3 9.7%	2 6.7%
No	113 93.4%	30 100.0%	27 90.0%	28 90.3%	28 93.3%

Family Member Issues

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<i>N/A responses reduce total</i>	6	1	2	3	-
Q34-If you shared problems about your child's provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming/Clinton Joinder Board HealthChoices?					
Yes	-	-	-	-	-
No	6 100.0%	1 100.0%	2 100.0%	3 100.0%	- -

Family Member Literal Comments

Q11A-What do you consider the child's race to be?

Q12A-I've learned about Community Care through the following:

Q1-Also phone call with Community Care

Q4-From surveys

Q18A-What is the name of your child's treatment provider?

Q1-Michael Gillum Practice

Q1-BLAST-South Academy

Q1-BLAST

Q1-BLAST

Q1-Susquehanna Community Health & Dental Clinic

Q2-SunPointe Health

Q2-SunPointe Health

Q2-McCloskey Counseling

Q2-ABA Support Services LLC

Q3-Blast Academy

Q3-Gardner Behavior Services

Q3-ABA Support Services

Q3-ADMI

Q4-ABA Support Services LLC

Q19A-What mental health services for your child, are you completing this survey about?

Q1-Trauma Therapy

Q1-Spin Program

Q20A-What substance Use Disorder services for your child are you completing this survey about?

Q21A-My child and I were made aware of the availability of different treatment services and given a choice.

Q3-I requested counseling

Q4-Unsure

Q22D-These next statements are about your child's Access to Services with provider

Q1-Doesn't need any, but they did let us know about them.

Q1-Don't want other programs

Q1-Don't need any other programs.

Q1-Was not encouraged to use any other programs.

Q3-Counselor did not give us this information.

Q3-Providers didn't encourage, found on my own.

Q3-Not that I remember

Q3-Not yet

Q3-Not encouraged to use other support programs.

Q4-Has not needed them.

Q23E-These next statements are about the child's Recovery Oriented Treatment Experiences with provider.

Q1-She just started about 3 months ago.

Q1- Not a Friendship House issue exactly, just need more services. Have not discussed after care yet.

Q1-Not yet.

Q1-Haven't gotten there yet.

Q1-Not yet.

Q1-Not yet.

Q2-His treatment is ongoing

Q2-Not yet

Q2-Just started a few months ago.

Q2-Not yet.

Q2-Not yet

Q2-All they do is play, the counselor is not addressing any of the issues that need worked on.

Q3-He spent most of the sessions on his computer instead of talking to my son.

Q3-No not yet.

Q3-Just started not too long ago

Q3-We go over his treatment plan every six months, that's the only time we discuss physical health. There is no end for treatment for him.

Q3-Long term treatment.

Q3-The counselor told me that my grandson didn't need counseling, that my daughter(his mother) and I do.

Q3-Not yet

Q3-Ongoing treatment

Q3-Haven't gotten there yet.

Q3-Too soon

Q4-Not yet

Q4-Ongoing

Q4-There is nothing anytime soon.

Q23E-These next statements are about the child's Recovery Oriented Treatment Experiences with provider.

Q4-I don't remember, however she could have.

Q4-Too early

Q4-Too early

Q24D-These next statements are about the Outcomes you believe are a direct result of your child's participation in services with provider.

Q1-I feel like she needs a TSS to help her focus. She needs more one on one instruction not with kids with mental disabilities because that distracts her more.

Q1-We just started a new treatment provider.

Q1-Has only had services short time, looking into getting another evaluation somewhere else to get a diagnosis.

Q1-See some improvement so far.

Q1-We are in the process of getting in with a psychiatrist to get him medication to help with these issues.

Q1-Still working on it.

Q2-It's hard with autism

Q2-Getting there

Q2-Still has impulse issues.

Q3-The services we received did not help my child at all.

Q3-Still learning how to process.

Q3-Not due to providers, its just because of his autism.

Q3-The situation has gotten worse.

Q3-Needs counseling, we are on a wait list.

Q3-They are having a big issue at home and school, he behavioral health is getting worse and her social skills are not improving.

Q4-Because she is still getting in trouble at school.

Q4-Depends on the day, social skills are still bad.

Q4-He's getting better, but still needs help.

Q26A-If you have had issues or problems with provider, what were they?

Q1- Also school conflicts. They want to see my daughter bi-weekly but the appointments are during school hours and I don't want to pull her out of school so much.

Q2-They're trying to force our family to do family based therapy and I don't want to do that.

Q2-Counselor seems like she is trying to keep me out of the loop in regards to my child's treatment plan.

Q3-Behavior specialist could not accommodate member, no one on staff available. Member was wait listed for over 3 months.

Q3-All the counselor did was play with him.

Q31A-If you were unable to get behavioral health help for your child in the last twelve months, what stopped you?

If other, please explain.

Q3- Also lack of available staff.

Q4-Needed more help with services

Q4-No services available in the summer.

Q4-Finding someone she got along with.

Q32A-Are you experiencing any problems getting the behavioral health medications that work for your child?

Q3-Provider is unwilling to adjust dosage.

Q36-Please share any additional compliments or concerns.

Please share any additional compliments or concerns you h...

Q3-Services at CSG took over a year to get. The counselor didn't engage with my child. We were discharged for missing one appointment due to a medical condition. We are seeking services elsewhere.

Q3-Counselor is good, would recommend her.

Q4-This is a great program and I recommend them to everyone who needs help! Our BSC has given my child so much help in coping skills with all of his behaviors that it has helped in all areas of our lives.

Q4-Counselor is the best.

Q4-My child was taking meds and I felt that he was misdiagnosed so I refused to give him the meds prescribed by CSG. We no longer go there.

Q4-My counselor is wonderful. The office staff is very helpful.

Youth Survey Findings

Youth C/FST Survey Process & Findings

The following are C/FST Findings and Recommendations based on the 22 youth surveys completed during the 4th Quarter of calendar year 2022 for the period from October - December 2022 and the 98 youth surveys completed during calendar year 2022.

Survey Results

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

4th Quarter Youth Sample Characteristics versus 3rd Quarter Comparison:

Lower face-to-face surveys – 5% (1 of 22) versus 12% (3 of 25).

Lower percentage of female respondents – 46% (10 of 22) versus 80% (20 of 25).

Lower percentage of youth members ages 14-17 - 23% (5 of 22) versus 92% (23 of 25).

Findings Overview

1. 100% (4 of 4, excluding 18 n/a) interviewed during the 4th Quarter of 2022 had the need to contact Community Care and agreed with the statement, *“If you had contact with Community Care in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?”* This indicator is 100% for all of calendar year 2022.

2. Just 23% (5 of 22) youths interviewed during the 4th Quarter of 2022 concurred with *“Are you aware of the Complaint process through Community Care?”* This indicator is 15% for calendar year 2022 and was 16% for calendar year 2021. This low score, as with adult and family/caregivers' responses, may have something to do with the rewording of the question. In prior periods, the youth member was asked if they *“knew how to file a complaint or grievance?”* and the positive responses were 67% for calendar year 2020.

3. Surveyed youth satisfaction ratings with **Access** to provider treatment services continues to be good with the satisfaction scores being 100% for all 3 indicators. These included *“We meet at times that are convenient to me,”* *“being I have given clear information on who to contact, if I need immediate help between appointments”* and *“We meet at places that are easy for me to get to.”* These indicators were in the range of 92%-97% for all of calendar year 2022.

4. Youth satisfaction with provider **Recovery Oriented/Treatment Experiences** was good with 91% to 100% in all four indicators. These included *“I agree that the interventions offered to me on my treatment plan are a good fit for me,”* *“My provider asked about my physical health,”* and *“My provider treated me with dignity and respect.”* These indicators were in the range of 77% to 97% for all of calendar year 2022.

The previously lower rated **Recovery Oriented/Treatment Experience** youth indicator during the 3rd Quarter of 2022 at 72% was *“My provider talks to me about my plan for after treatment.”* This indicator increased to 91% (18 of 25) during the 4th Quarter of 2022.

5. Youth satisfaction scores with **Treatment Outcomes**, was mixed during the 4th Quarter ranging 82% to 100% in all four indicators. These included *“I manage my strong feelings like anger, better”* *“I think good things are going to happen more often for me,”* and *“I feel like treatment is working because I am able to apply what I learned in treatment in my daily life.”*

The **Treatment Outcome** indicator, *“I handle day to day problems better,”* was just 57% during the 1st Quarter of 2022 but increased to 91% (20 of 22) during the 4th Quarter of 2022 and is 79% for all of calendar year 2022.

6. 82% (18 of 22) youths interviewed reported taking behavioral health medications and 83% (15 of 18) of those were not experiencing any problems getting the medications that work for them.

7. .2% (2 of 22) youths interviewed during the 4th Quarter reported having issues or problems with their provider. This indicator is 7% (7 of 98) for calendar year 2022 compared to 4% for calendar year 2021.

Recommendations Overview

The fluctuation in satisfaction scores on youth treatment outcomes, if not an anomaly, will require additional research and discussion.

Lycoming-Clinton Health Choices Comment: Providers are only required to respond to year-to-date C/FST results that fall below specific benchmarks. Conversations regarding improvement of results are discussed and strategized at monthly Health Choices provider meetings.

Youth - Request for Assistance

0% (0 of 22) youth respondents compared to 0% (0 of 25) in the 3rd Quarter, expressed interest in having a provider or MCO address concerns they shared during the interview referred for immediate handling by Lycoming-Clinton Joinder Board HealthChoices.

Quality Audits

Periodically, random quality audits are performed which has the dual purpose of obtaining member feedback regarding the survey process plus confirming the integrity of the survey.

During the 4th Quarter, 3 youth quality audits were performed. 100% (3 of 3) youths felt the length of the survey and number of questions were satisfactory. 100% (3 of 3) youths were satisfied with the survey process and 100% (3 of 3) youths felt ok or good about being contacted.

Member Comments:

"None"

Youth Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q4-What type of survey is it?					
Telephone	94 95.9%	28 100.0%	23 100.0%	22 88.0%	21 95.5%
Face to Face	4 4.1%	-	-	3 12.0%	1 4.5%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q5-What county do you live in?					
Lycoming	70 71.4%	20 71.4%	19 82.6%	18 72.0%	13 59.1%
Clinton	28 28.6%	8 28.6%	4 17.4%	7 28.0%	9 40.9%

*Question 6-Zip Codes, please check your summary for complete break out of your zip codes in your area.

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q7-What is your gender?					
Male	41 41.8%	12 42.9%	12 52.2%	5 20.0%	12 54.5%
Female	57 58.2%	16 57.1%	11 47.8%	20 80.0%	10 45.5%
Transgender	-	-	-	-	-
Does not identify with either gender	-	-	-	-	-
Declined to Answer	-	-	-	-	-

Youth Demographics

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q8-How old are you?					
14-15 years	33 33.7%	13 46.4%	14 60.9%	5 20.0%	1 4.5%
16-17 years	23 23.5%	-	1 4.3%	18 72.0%	4 18.2%
18-20 years	40 40.8%	15 53.6%	8 34.8%	2 8.0%	15 68.2%
over 20 years	2 2.0%	-	-	-	2 9.1%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q9-What do you consider your race to be?					
Caucasian	81 82.7%	22 78.6%	19 82.6%	21 84.0%	19 86.4%
African American	3 3.1%	-	2 8.7%	1 4.0%	-
Hispanic American	3 3.1%	-	-	-	3 13.6%
American Indian/Alaskan Native	-	-	-	-	-
Asian American	-	-	-	-	-
Bi-Racial	11 11.2%	6 21.4%	2 8.7%	3 12.0%	-
Other	-	-	-	-	-

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q10-Are you receiving services primary for:					
Mental Health	98 100.0%	28 100.0%	23 100.0%	25 100.0%	22 100.0%
Drug and Alcohol Treatment	-	-	-	-	-
Both Mental Health and Drug and Alcohol Treatment	-	-	-	-	-

Youth Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
NA responses reduce totals	97	28	22	25	22
Q11-Have you learned about Community Care?					
Member Handbook	3 3.1%	2 7.1%	-	-	1 4.5%
Community Care Website	-	-	-	-	-
Phone call with Community Care	1 1.0%	-	-	1 4.0%	-
Treatment Provider	7 7.2%	2 7.1%	1 4.5%	3 12.0%	1 4.5%
Resource Fair/Community Event	-	-	-	-	-
Mailing/Brochure from Community Care	5 5.2%	2 7.1%	2 9.1%	1 4.0%	-
Never learned about Community Care	78 80.4%	22 78.6%	19 86.4%	20 80.0%	17 77.3%
Other	3 3.1%	-	-	-	3 13.6%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	23	6	3	8	6
Q12-Have you reviewed your insurance benefits and treatment options through Community Care (CCBH)?					
Yes	10 43.5%	3 50.0%	-	3 37.5%	4 66.7%
No	13 56.5%	3 50.0%	3 100.0%	5 62.5%	2 33.3%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	11	5	1	1	4
Q13-If you had contact with Community Care (CCBH) in the last 12 months, were you satisfied with the level of dignity and respect the staff conveyed to you?					
Yes	11 100.0%	5 100.0%	1 100.0%	1 100.0%	4 100.0%
No	-	-	-	-	-

Youth Satisfaction with Community Care

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q14-Are you aware of the complaint process through Community Care (CCBH)?					
Yes	15 15.3%	3 10.7%	2 8.7%	5 20.0%	5 22.7%
No	83 84.7%	25 89.3%	21 91.3%	20 80.0%	17 77.3%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q15-Have you filed a complaint within the last 12 months?					
Yes	3 3.1%	- -	- -	- -	3 13.6%
No	95 96.9%	28 100.0%	23 100.0%	25 100.0%	19 86.4%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	3	-	-	-	3
Q16-If yes, were you satisfied with the process?					
Yes	3 100.0%	- -	- -	- -	3 100.0%
No	-	-	-	-	-

Youth Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q17-Who is your provider?					
BSI (DTAC)	1 1.0%	1 3.6%	-	-	-
Community Service Group (CSG)	35 35.7%	13 46.4%	6 26.1%	13 52.0%	3 13.6%
Keystone Counseling	-	-	-	-	-
Lycoming/Clinton MHID (Joinder)	4 4.1%	3 10.7%	-	-	1 4.5%
Geisinger Services	7 7.1%	1 3.6%	1 4.3%	-	5 22.7%
West Branch	-	-	-	-	-
River Valley Health & Dental Center	3 3.1%	1 3.6%	2 8.7%	-	-
Crossroads Counseling	14 14.3%	4 14.3%	2 8.7%	8 32.0%	-
Diakon Family Life Services	11 11.2%	3 10.7%	1 4.3%	2 8.0%	5 22.7%
Genesis House	-	-	-	-	-
Lycoming Therapeutic Wraparound Services	-	-	-	-	-
The Meadows	-	-	-	-	-
Merakey	2 2.0%	1 3.6%	1 4.3%	-	-
UPMC Susquehanna Behavioral Health Outpatient	4 4.1%	-	3 13.0%	-	1 4.5%
White Deer Run	-	-	-	-	-
First Hospital	-	-	-	-	-
Service Access & Management	2 2.0%	-	1 4.3%	1 4.0%	-
Other	15 15.3%	1 3.6%	6 26.1%	1 4.0%	7 31.8%

Youth Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q18-Were you made aware that you have a choice of providers?					
Yes	62 63.3%	15 53.6%	16 69.6%	11 44.0%	20 90.9%
No	36 36.7%	13 46.4%	7 30.4%	14 56.0%	2 9.1%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<i>N/A responses reduce total</i>	98	28	23	25	22
Q19-What mental health services are you currently receiving from this provider?					
Outpatient Counseling	39 39.8%	12 42.9%	6 26.1%	11 44.0%	10 45.5%
Medication Management	26 26.5%	7 25.0%	7 30.4%	6 24.0%	6 27.3%
Psychiatry	17 17.3%	2 7.1%	5 21.7%	5 20.0%	5 22.7%
Telepsychiatry	2 2.0%	1 3.6%	1 4.3%	-	-
Partial Hospitalization Program	1 1.0%	1 3.6%	-	-	-
Family Based Mental Health	-	-	-	-	-
Multisystemic Therapy (MST)	-	-	-	-	-
Inpatient Hospitalization	-	-	-	-	-
Targeted Case Management (TCM)	6 6.1%	3 10.7%	1 4.3%	1 4.0%	1 4.5%
Behavioral Health Rehabilitation Services (BHRS)	1 1.0%	1 3.6%	-	-	-
Community & School Based Behavioral Health (CSBBH)	1 1.0%	-	1 4.3%	-	-
Outpatient School Based Therapy	5 5.1%	1 3.6%	2 8.7%	2 8.0%	-
Applied Behavioral Analysis	-	-	-	-	-
Crisis Services	-	-	-	-	-
Other	-	-	-	-	-

Youth Provider Level Analysis

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	-	-	-	-	-
Q20-What Substance Use Disorder services are you completing this survey about?					
Outpatient Counseling	-	-	-	-	-
Community Based D&A Program	-	-	-	-	-
Outpatient School Based Therapy	-	-	-	-	-
Case Coordination	-	-	-	-	-
Other	-	-	-	-	-

No data this quarter.

Counts Break % Respondents	2021 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q21-Were you made aware of the availability of different treatment services and given a choice?					
Yes	76 77.6%	23 82.1%	17 73.9%	16 64.0%	20 90.9%
No	22 22.4%	5 17.9%	6 26.1%	9 36.0%	2 9.1%

Youth Access to Services

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q22A-We meet at places that are easy for me to get to.					
Strongly Agree/Agree	90 91.8%	26 92.9%	20 87.0%	22 88.0%	22 100.0%
Strongly Disagree/Disagree	2 2.0%	2 7.1%	- -	- -	- -
Neutral	6 6.1%	- -	3 13.0%	3 12.0%	- -

91.8% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q22B-We meet at times that are convenient to me.					
Strongly Agree/Agree	94 95.9%	26 92.9%	22 95.7%	24 96.0%	22 100.0%
Strongly Disagree/Disagree	2 2.0%	2 7.1%	- -	- -	- -
Neutral	2 2.0%	- -	1 4.3%	1 4.0%	- -

95.9% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q22C-I have been given clear information on who to contact if I need immediate help between appointments.					
Strongly Agree/Agree	95 96.9%	26 92.9%	23 100.0%	24 96.0%	22 100.0%
Strongly Disagree/Disagree	3 3.1%	2 7.1%	- -	1 4.0%	- -
Neutral	-	-	-	-	-

96.9% of target rate YTD

Meets Expectations

Youth Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q23A-I agree that the interventions offered to me on my treatment plan are a good fit for me.					
Strongly Agree/Agree	92 93.9%	26 92.9%	20 87.0%	24 96.0%	22 100.0%
Strongly Disagree/Disagree	2 2.0%	1 3.6%	- -	1 4.0%	- -
Neutral	4 4.1%	1 3.6%	3 13.0%	- -	- -

93.9% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q23B-My provider asked questions about my physical health.					
Strongly Agree/Agree	88 89.8%	25 89.3%	20 87.0%	23 92.0%	20 90.9%
Strongly Disagree/Disagree	7 7.1%	3 10.7%	2 8.7%	2 8.0%	- -
Neutral	3 3.1%	- -	1 4.3%	- -	2 9.1%

89.8% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q23C-My provider treated me with dignity and respect.					
Strongly Agree/Agree	95 96.9%	26 92.9%	23 100.0%	24 96.0%	22 100.0%
Strongly Disagree/Disagree	1 1.0%	- -	- -	1 4.0%	- -
Neutral	2 2.0%	2 7.1%	- -	- -	- -

96.9% of target rate YTD

Meets Expectations

Youth Recovery Oriented Treatment Experiences

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q23D-My provider talks to me about my plan for after treatment.					
Strongly Agree/Agree	75 76.5%	17 60.7%	20 87.0%	18 72.0%	20 90.9%
Strongly Disagree/Disagree	16 16.3%	6 21.4%	2 8.7%	7 28.0%	1 4.5%
Neutral	7 7.1%	5 17.9%	1 4.3%	- -	1 4.5%

76.5% of target rate YTD

Satisfactory

Youth Outcomes

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q24A-I handle day to day problems better.					
Strongly Agree/Agree	77 78.6%	16 57.1%	18 78.3%	23 92.0%	20 90.9%
Strongly Disagree/Disagree	5 5.1%	2 7.1%	2 8.7%	1 4.0%	- -
Neutral	16 16.3%	10 35.7%	3 13.0%	1 4.0%	2 9.1%

78.6% of target rate YTD

Satisfactory

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q24B-I manage my strong feelings, like anger better.					
Strongly Agree/Agree	72 73.5%	12 42.9%	20 87.0%	21 84.0%	19 86.4%
Strongly Disagree/Disagree	6 6.1%	4 14.3%	- -	2 8.0%	- -
Neutral	20 20.4%	12 42.9%	3 13.0%	2 8.0%	3 13.6%

73.5% of target rate YTD

Satisfactory

Youth Outcomes

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q24C-I feel good more often than before I participated in treatment.					
Strongly Agree/Agree	82 83.7%	22 78.6%	21 91.3%	21 84.0%	18 81.8%
Strongly Disagree/Disagree	2 2.0%	1 3.6%	-	1 4.0%	-
Neutral	14 14.3%	5 17.9%	2 8.7%	3 12.0%	4 18.2%

83.7% of target rate YTD

Meets Expectations

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q24D-I feel like treatment is working because I am able to apply what I have learned in treatment in my daily life.					
Strongly Agree/Agree	82 83.7%	21 75.0%	19 82.6%	20 80.0%	22 100.0%
Strongly Disagree/Disagree	2 2.0%	1 3.6%	-	1 4.0%	-
Neutral	14 14.3%	6 21.4%	4 17.4%	4 16.0%	-

83.7% of target rate YTD

Meets Expectations

Youth Issues or Problems

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q25-Have you had any issues or problems with (name of provider)?					
Yes	7 7.1%	4 14.3%	-	1 4.0%	2 9.1%
No	91 92.9%	24 85.7%	23 100.0%	24 96.0%	20 90.9%

Youth Issues or Problems

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	7	4	-	1	2
Q26-If you has issues or problems with provider, what were they?					
My treatment is confusing	-	-	-	-	-
Frequent provider cancellations	-	-	-	-	-
Poor Communication	-	-	-	-	-
Frequent staff changes	1 14.3%	-	-	-	1 50.0%
Attitude/ Personality conflicts	-	-	-	-	-
Billing	-	-	-	-	-
Other	6 85.7%	4 100.0%	-	1 100.0%	1 50.0%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<i>N/A responses reduce total</i>	7	4	-	1	2
Q27-Were you able to resolve these issues or problems with provider?					
Yes	1 14.3%	-	-	-	1 50.0%
No	6 85.7%	4 100.0%	-	1 100.0%	1 50.0%

Youth Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q28-What effect has the treatment you've received had on the overall quality of your life?					
Much better	41 41.8%	9 32.1%	4 17.4%	15 60.0%	13 59.1%
A little better	46 46.9%	13 46.4%	16 69.6%	8 32.0%	9 40.9%
About the same	10 10.2%	6 21.4%	3 13.0%	1 4.0%	- -
A little worse	-	-	-	-	-
Much worse	1 1.0%	-	-	1 4.0%	- -

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q29-Were you given the chance to make treatment decisions?					
Yes	85 86.7%	23 82.1%	19 82.6%	23 92.0%	20 90.9%
No	6 6.1%	3 10.7%	2 8.7%	1 4.0%	- -
Sometimes	7 7.1%	2 7.1%	2 8.7%	1 4.0%	2 9.1%

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q30-In the last twelve months, did you have problems getting the help you needed?					
Yes	5 5.1%	2 7.1%	- -	3 12.0%	- -
No	92 93.9%	25 89.3%	23 100.0%	22 88.0%	22 100.0%
Sometimes	1 1.0%	1 3.6%	- -	- -	- -

Youth Department of Human Services Questions

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
N/A responses reduce total	6	3	-	3	-
Q31-If you were not able to get help in the last twelve months, what stopped you?					
Money issues	-	-	-	-	-
Transportation issues	2 33.3%	1 33.3%	-	1 33.3%	-
Language barrier	-	-	-	-	-
Inconvenient times	2 33.3%	2 66.7%	-	-	-
Long waiting list	-	-	-	-	-
I didn't know where to get help	-	-	-	-	-
Other	2 33.3%	-	-	2 66.7%	-

Youth Behavioral Health Medications

Counts Break % Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q32-If you are taking behavioral health medications, are you having any trouble getting the medications that work fo you?					
Yes	8 8.2%	2 7.1%	2 8.7%	1 4.0%	3 13.6%
No	73 74.5%	23 82.1%	18 78.3%	17 68.0%	15 68.2%
N/A	17 17.3%	3 10.7%	3 13.0%	7 28.0%	4 18.2%

Youths Discharged

Counts Respondents	2022 Y-T-D Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
Base	98	28	23	25	22
Q33-Have you been discharged because you had trouble following your treatment plan or you had set backs?					
Yes	3	3	-	-	-
No	95	25	23	25	22

Counts Break % Respondents	Total	What quarter is it?			
		1st Qtr (Jan-Mar)	2nd Qtr (Apr-Jun)	3rd Qtr (- Jul-Sept)	4th Qtr (Oct-Dec)
<i>N/A responses reduce total</i>	7	4	-	1	2
Q35-If you shared problems about your provider or managed care company during this survey, are you interested in having your concerns addressed immediately by Lycoming-Clinton Joinder Board HealthChoices?					
Yes	-	-	-	-	-
No	7 100.0%	4 100.0%	-	1 100.0%	2 100.0%

Youth Literal Comments

Q9A-What do you consider your race to be?

Q11A-I've learned about Community Care through the following:

- Q1-Also my mom.
- Q1-I have filled out paperwork for them.
- Q4-He has other siblings who have services.
- Q4-He has other siblings who have services
- Q4-He has sibling who are in services.

Q16A-If yes, were you satisfied with how it was handled?

Q17A-Who is your provider?

- Q1-Divine Providence
- Q2-Jeremy DeMarco (Bloomsburg Clinic)
- Q2-SunPointe Health
- Q2-Cen-Clear Child Services
- Q2-Cen-Clear Child Services
- Q2-Joseph Dunn
- Q2-McCloskey Counseling Services
- Q3-Jacquelyn Baker
- Q4-Cen-Clear Child Services
- Q4-Cen-Clear Child Services
- Q4-Cen-Clear Child Services
- Q4-Cen-Clear Child Services
- Q4-Sun-Pointe Health
- Q4-Gillum Psychological
- Q4-Gillum Psychological

Q19A-What mental health services are you currently receiving from this provider?

Q20A-What Substance Use Disorder services are you completing this survey about?**Q22D-These statements are about your Access to services from provider?**

Q1-It was an hour-forty five minutes drive away. They never worked when it was convenient for me. I needed meds refilled, they filled once and they never called me back.

Q2-Not really. Not entirely

Q2-It is all the way in Bellefonte, but sometimes do telehealth.

Q3-We have to drive 30 minutes to get to an appointment. They never gave me this information.

Q3-It is kind of far away.

Q3-We have no car right now.

Q3-They are not accommodating.

Q23E-These statements are about your Recovery Oriented Treatment Experiences with provider.

Q1- Question 23a and 23d, they did not get to this yet.

Q1-It seemed that they did not care and they would not phone me back. The psychiatrist would up my dose when I said my meds were not working. I felt like there were no after goals.

Q1-She does not like the therapist because he is a man. She is not comfortable with that. They do not ask questions about her health. They have not talked about a plan for after treatment.

Q1-They do not ask questions about my health and they do not talk about a plan after treatment.

Q1-They do not do that.

Q1-We talk about other things a lot.

Q2-I do not think I have a treatment plan. I only see them for meds.

Q2-Most of the time I choose not to talk about this.

Q2-We have not discussed a treatment plan for him, they just prescribe meds. They just ask how he is doing mentally.

Q3-They did not do this yet.

Q3-I just got into case management and we did not discuss this much.

Q3-She just asks how I am doing. It is too soon to talk about after treatment.

Q3-They have been very unaccommodating and negative. They do not listen well. They don't listen about side effects or any treatment problems.

Q3-Not yet.

Q4-Sometimes they asked about my physical health. They did not bring up after treatment much.

Q24E-These statements are about your Outcomes with provider.

Q1-Some days are good and bad.

Q1-He still has good and bad days.

Q1-He has behavioral problems.

Q1-We did not get to a point where it would help me.

Q1-I still have good and bad days

Q1-I still have good days and bad days.

Q1-My emotions are all over the place. I do not lash out like I use to, but it is not under control.

Q1-Her meds are changing and this still new to her.

Q1-I have BPD and this makes it hard to control my moods.

Q1-I am still working on it.

Q1-Due to work stress. I am still trying to use my coping skills.

Q1-I have seen a slight improvement but there are still things to work on.

Q2-Sometimes things change from day to day.

Q2-My anger issues are not severe.

Q2-These are still the same.

Q2-I still struggle a little.

Q3-Still has problems implementing things.

Q3-I still have good and bad days despite treatment.

Q3-I sometimes get very angry where I can't control it. Sometimes I can control it.

Q3-We have not talked about this yet.

Q3-I have a lot of things going on and I have a busy life even with a case manager.

Q3-I am still trying to get better.

Q3-I have gotten worse because of them.

Q4-I still have good and bad days.

Q4-I am still working on it.

Q4-I still have to deal with my strong feelings.

Q26A-If you had issues or problems with provider, what were they?

Q1-I have ADHD and take adderall and they are suppose to call me because I forget easily to call in refills and to schedule.

Q1-She wants a female therapist.

Q3-Bad manners and bad treatment.

Q4-They had bad ethics with us. With family based services in the past and we were not getting anywhere with them.

Q31A-if you were not able to get help in the last twelve months, what stopped you?

Q1-Did not receive the right services.

Q1-Phone calls not being returned.

Q3-I had problems with insurance, my parents and life.

Q3-Bad services, lack of contact and unreturned phone calls.

Q32A-Are you having any trouble getting the medications that work for you?

Q1-My issue is with the insurance company.

Q2-The refills were getting hard to do. The refill date was getting messed up for the pills. The refills were off date and the refill process was messed up.

Q3-I need to get a routine medication. I do not feel comfortable with the meds they put me on.

Q4-Because her mom isn't picking them up/refilling them.

Q4-It is getting the right meds and finding the right combinations.

Q4-I have to call every month to remind the doctor to refill my medication.

Please share any additional compliments or concerns you have...Q34

Please share any additional compliments or concerns you h...

Q1-She just wants her therapist changed to a female.

Q2-I think everything is going so well and I like the fact he is able to confide with someone and has had the same person for a long time.

Q2-It has been good so far.

Q2- I think they have been very helpful for her.

Q2-I am pleased with the service he is providing.

Q2-They are wonderful. They adapt to any situation and they can give you the best course of treatment.

Q2-My counselor is really good and she is a really good fit for me.

Q2-I really like my tcm. He is really inspirational and fun to talk to.

Q3-We had to switch from Crossroads to CSG to get a psychiatrist that could see someone her age.

Q3-They really changed my life. It's amazing, they really helped me out a lot!

Q3-They paired me with a really good therapist. I have not had any problems since.

Q3-Services have been great!

Q3-I am really happy with my counselor.

Q3-I am very happy with my case manager.

Q3-It is absolutely perfect.

Q3-My counselor is good.She helpos me when I need it and I leave happy.

Q4-Her counselor is extremely nice. She helps her with issues and goes at her pace.

Q4-The therapist I have now helps me greatly and she has given me ways to resolve my problems.

Q4-It has been awesome. He is the best that I have seen.

Provider Responses

Provider Responses to 3rd Quarter (July – September 2022)– C/FST Report

The Lycoming-Clinton C/FST, Lycoming-Clinton Joinder Board HealthChoices and CCBHO appreciate the tremendous support and ongoing cooperation providers have demonstrated in working with the Lycoming-Clinton C/FST.

All participating providers have access to the comprehensive summarized quarterly Lycoming-Clinton C/FST Report and its accompanying Public Document through the Lycoming/Clinton Joinder Board HealthChoices website. Providers also receive their summary counts and percentage relevant to any adult, family and youth surveys completed during the quarter and a report that tracks all member response/level of satisfaction by quarter, averaged year-to-date.

C/FST Comment: The Lycoming-Clinton C/FST, in consultation with Lycoming-Clinton Joinder has reduced the questions on the provider response template from six (6) to just two (2) to streamline the response as providers are only being asked to respond to any question/indicator that is below the benchmark on a year-to-date basis and has at least five (5) member responses.

What are you overall or specific impressions of the survey results?

“Informative to understand the progress of our clients and reflection of these services from their Caregivers. Very helpful and insightful when planning clinical supervision.”

What are you overall or specific impressions of the survey results Did you find the survey results helpful?

“Yes.”

Where there trends identified that you were not aware of?

“Feedback stating the family has clear information on how to contact in case of emergency, very pleased with 100% as the crisis resource center changed Aug 2022.”

Do these survey results reflect existing performance improvement areas?

“Yes - We will continue to educate our families on aftercare for treatment and support.”

“Upon receiving community events, resources, and programs from Health Choices the (Provider) admin team disperses the information to the clinicians based on geographic location of information received. The clinicians are then requested to provide that information to families as they see fit. Copies of flyers and documents.”

“During the initial treatment planning development, our therapists are responsible to work collaboratively with the families to complete an aftercare section for documentation purposes. This section allows the treatment team the ability to discuss any specific services/agencies that would be possible supports they feel would be needed to help in the transition plan/aftercare phases of service delivery.”

“Upon completion of each 180-day treatment plan update, the plan is reviewed and signed off on with the family. Part of the review includes the aftercare and discharge section of the treatment plan. A copy of the plan including the aftercare section is then offered to the family.”

What performance improvement efforts will you be developing based on these survey results?

“A template to provide families for aftercare has been added to our client discharge summary.”

“At the time of initial/on-going treatment reviews, therapists will collaboratively work with the families to identify not only resiliency factors related to Community Strengths/Opportunities, but also Naturally Occurring/Community family supports that meet the needs of the member and/or family as part of each individuated member treatment plan. The treatment team are then able to review the identified supports every 6 months to determine the progress/lack thereof or need for new or different community supports. Therapists will also encourage members to identify ongoing needs or supports throughout service delivery that may need changed or added that would benefit the member and/or family.”

“During home visits, therapists will review update progress of treatment goals as they have continued to do with families from the onset of this program.”

“Copies of progress summaries are offered to families upon review.”

“If in the event that the family feels that they disagree with the data or information that is being presented, then the clinician will encourage the families to feel comfortable to request further clarification to talk through why they may feel this is not what they are experiencing or seeing in their child.”

“Families are providing administrative contact information upon intake. In the event that a family is noticing a plateau in improvement or regression, families are encouraged to make contact with the clinical supervisor to further discuss any case specific clinical concerns they may be having regarding progress on their child’s case.”

Other Provider Comments

“None.”

“The results of the survey will be reviewed with all staff to ensure that our quality of care remains consistent throughout the program.”

MCO Responses

Community Care Behavioral Health's Response to C/FST 3rd Quarter (July - September 2022) Report

"Community Care Behavioral health is only required to respond to respond to specific C/FST year-to-date provider results (survey data) that do not meet the established benchmarks."

No Community Care response was due for the 3rd Quarter C/FST data.

Technical Notes

Technical Notes

A. Projected Surveys – January 1, 2022– December 31, 2022

The Center for Behavioral Health Data Research, Inc. has been contracted by Lycoming-Clinton Joinder Board HealthChoices to conduct 560 general purpose surveys and special focus surveys between January 1, 2022 and December 31, 2022.

This represents approximately 2.8% of the Lycoming-Clinton Joinder Board HealthChoices membership and approximately 7.1% of individuals receiving behavioral health services.

Note: for the purpose of alignment, the Survey Productivity Report has been converted/updated to reflect the survey quarters for calendar year 2022.

B. Focus

The survey activity includes 425 Lycoming and 135 Clinton C/FST surveys. The sub-targets by member category include 348 adult, 84 youth, and 120 families with individual sub-targets for each of those categories for each county. Additionally, CBHDR will achieve a representative sampling of all service levels, age groupings, gender, zip code and providers.

C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of LCJB and the Lycoming-Clinton C/FST Program Manager consistent with the requirements and guidelines of *DHS's Appendix L*. The CBHDR has also worked with LCJB to develop a Lycoming-Clinton C/FST Advisory Committee comprised of individuals representing CCBHO adult, parent/family, and youth membership, staff members of LCJB, CCBHO, and The Center for Behavioral Health Data Research, Inc.

Adult, family, and youth survey questions will be reviewed and evaluated annually for their relevance and effectiveness by the Advisory Committee and LCJB; additions, deletions, and changes are usually made to the questionnaires at the start of a new calendar year in January.

Surveys were completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any CCBHO members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling CCBHO members and offering to do face-to-face or phone surveys with them.

The interview questions are designed to determine member satisfaction and perceptions of CCBHO (the MCO), provider access, treatment experiences, recovery-oriented practices, and outcomes. Care has been taken to ensure that collection and analysis is standardized, accurate and provides formative reliable data on critical system indicators that can be used to drive change and improvement.

Many of the questions incorporate the Recovery Oriented System Indicators (ROSI), including those under: Validated Personhood, Person Centered Decision Making & Choice, Self-Care, Wellness & Meaning, Rights & Informed Consent, and Treatment Options as these primarily relate to the managed care organization and provider practices. ROSI questions that address community support and infrastructure including those under: Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help. The C/FST also added questions from the Comprehensive, Continuous, and Integrated System of Care (CCISC) model.

The member responses and results of the survey process are shared with the MCO and providers on a quarterly basis with each provider receiving its own specific member responses (in the aggregate) in addition to the overall report. The C/FST information is to become part of operational and clinical processes, assist in decision-making, and help drive performance and quality. A key to this outcome is MCO and provider acknowledgement of, and response to, the process.

D. Survey Methodology Population/Sampling

The overall sample size of 560 represents approximately 7.1% of CCBHO's Lycoming-Clinton Counties behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Lycoming and Clinton counties. The overall target sample of 540 is then divided by a specific provider's percent of CCBHO's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.

A comprehensive analysis was also conducted of CCBHO's membership/behavioral health service recipients to ensure completed surveys encompassed a representative sampling within specific service levels and age groups. The survey population consists of CCBHO members for whom claims were received through July 2020. The sample was stratified by age, service level, zip code and provider. Service levels for adults included inpatient, outpatient, partial hospitalization, mobile mental health treatment, case management services, and substance abuse services. Service levels for youth included residential services; Intensive Behavioral Health Services (IBHS), inpatient, partial hospitalization, outpatient services, and case management.

Some members receiving mental health services are contacted using a call list provided by LCJB while other members are offered the opportunity for a face-to-face interview at a provider site.

E. Data Analysis and Reporting

Survey instrument development, data entry, and data analysis were conducted using the SNAP software and incorporated Likert scale, multiple choice, and narrative responses. In addition, participants were able to skip questions or stop the interview at any point during the data collection process. As a result, the number of respondents (N) for each question and the total number of surveys completed may vary.

Respondents were offered the choice of answering; "*strongly agree*", "*agree*", "*neutral*", "*disagree*", or "*strongly disagree*", and a straight "*yes*" or "*no*" to some questions. Other questions asked for a verbal opinion or reasons for an answer. Additionally, some questions provide for a non-applicable response which can also alter the total when reconciling the "*agree*", "*neutral*" and, "*disagree*" responses.

An appropriate benchmark system is utilized to highlight positive findings and better recognize areas requiring improvement – see following chart.

At or above the 80% Benchmark – **Satisfactory**

Between 70% and 80% - **Monitoring**

Below 70% - **Requires Action**

In addition to **Benchmarking** data to identify changes, trends and issues, other refinements have also been added to the quarterly reports. These include:

1. Quarter-to-Quarter Analysis: It is difficult to draw any conclusions from a single quarter which represents a "snapshot" in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.

2. Face-to-Face Variations: The collected data can be sorted and analyzed by source of interview including that collected by telephone compared to that data collected in face-to-face interview. These summaries are provided along with the general report, if requested.

3. **Sample Characteristics:** Significant variances in member responses between quarters are also evaluated by the size and characteristics of the member sample. Any variances in member age range, treatment service level or provider is also noted.

4. **Cross-Tabulation:** Using the SNAP software, member responses to a particular interview question can be evaluated by any other data characteristic including age, level of service, provider, or treatment category.

5. **Quarterly Provider Reports:** As one quarter of member responses are only a snap-shot in time, a quarterly provider report was developed to show member responses by provider, by quarter with a year-to-date average which is more useful in identifying trends, drawing conclusions and recommending improvements.

These data analysis enhancements are designed to provide additional interpretative capability for the reader in order to develop useful information regarding member perceptions of treatment access, provider treatment, recovery orientation, and outcomes.

F. Limitations

There are always limitations to the administration of a survey. The following is a discussion of two significant limitations experienced during the administration process.

1. When attempting to assess satisfaction among a sample population, a telephone survey has both advantages and disadvantages. One of the advantages is that the time needed for data collection is far less than what would be needed for either face-to-face interviews or a mailed survey. An additional advantage is that it provides a way to collect data, in a far more cost-effective manner than face-to-face interviewing. The major disadvantage to telephonic methodology is that consumers are eliminated from the survey if they have no access to a phone, or if the available phone number is inaccurate.

2. **Survey data obtained from members may be for service(s) rendered in a different time than when the survey was actually conducted.** Thus, it is difficult to assume that changes in data between quarters (actual counts and percentage) represent trends – good or bad. It is best to review year-to-date data and both member and provider demographics within a particular survey period in order to place the results into perspective.

G. C/FST Program Member Assistance & Reporting

1. Monthly Status & Problem Resolution

Consistent with the requirements of DPW's Appendix L; LCJB, CCBHO, and the C/FST Program Director will communicate on a regular basis and meet monthly. The ongoing dialogue focuses on a review of program implementation, compliance with Appendix L, evolving findings, removing barriers, the member request for assistance process, and outreach to un-served or underserved member identification.

2. Member Request for Assistance

In cooperation with LCJB, the Lycoming-Clinton C/FST developed a referral mechanism to assist members that identify service specific issues and concerns during the interview process. If the member desires to have their concern or issue immediately addressed, the surveyor obtains the member's consent to release the information, completes a Member Request for Assistance form, reviews it with the C/FST Program Director, and forwards the form to LCJB.

The form requires a description of the reason the member is requesting assistance and a desired resolution/outcome description from the member. The request is checked as either urgent or non-urgent and the member is advised they can expect to be contacted within the next 30 days or sooner, depending on the nature of the issue.

Anonymous Member Concern(s)

In addition to a Member Request for Assistance, the C/FST surveyor may submit an Anonymous Member Concern form to LCJB in cases where the surveyor believes LCJB should be made aware of the member's concern but the member declined to release their contact information.

Critical Incident Reporting

It is the responsibility of the C/FST surveyor to report any unusual incident that occurs during the interview process. This includes awareness of abuse or alleged abuse of a member, seclusion, restraint, alleged medication errors, or talk of suicide.

H. Confidentiality, Consent and Protection of Participant Information

There are a number of mechanisms in place to safeguard confidentiality and protection of participant information.

Potential participants are assured of the confidentiality of their opinions.

Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.

Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.

Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.

Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc. and Lycoming-Clinton HealthChoices.

Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

The oversight and monitoring of interviewers and calls are in accordance with approved protocols and are implemented in collaboration with CBHDR and LCJB.